Important Note:

*FED-SE files are one touched minus sending an AOR and allocating Fees when the application is incomplete. They are not returned. Document requests must be made via email to the client and the file should be sent to R10-Awaiting Docs when the request is sent to the client.

Federal Self Employed – Order of Documents

- **IMM 0008 Generic Application (mandatory)**
- **IMM5669 Schedule A (PA) (mandatory)**
- **Schedule 6A (name, 4 pages) (mandatory) – Flag "6A"**
  - Narrative if provided
- **IMM5669 Schedule A for Spouse and Dependents Over 18 (mandatory)**
- **Supplementary Travels (mandatory)**
- **IMM5409 Additional Family Info for all Family Members 18 and Over (mandatory)**
- IMM5476 Use of Representative (if provided) – **Flag "R"**
- IMM5475 Authority to Release (if provided)
- **Passports (Bio Data Page and Amendment Page) – Flag "PPT"**
- Language Test (for PA not mandatory, within 2 years, no bench marks) – **Flag "L"**

- PA Work Experience Documents
- PA Education Documents

Adaptability Documents

- All Study Permits (if provided)
- Spouse Education/Work Experience
- Proof of Relationship in Canada (Ex. Birth Certificates for family in Canada, PR Cards, Citizenship Cards, Phone bills proving a Canadian address for relative)

- Settlement Funds
- **Birth Certificates for PA, SP and all dependants on the application (mandatory)**
- Marriage Certificate or Statutory Declaration of Common-law Union
- Extra Passport Pages For Pa And Dependents (Make Sure To Distinguish Them)
- Police Certificates

- Any Additional Documents Provided (Expired passports, Military Info, Divorce Certificates, documents for children, etc).
- Letters From Rep – **Flag "C"**
- Additional Correspondence (Ex. Return Letters From CIO)
- CIO Checklist
- E-Med's (if provided) – **Flag "E-Med's"**

You must open **all** envelopes
If English/French translations are provided keep them with their original documents.
Do not staple or hole-punch originals, these originals must be placed in an envelope or docket and placed at the back of the file. *****CANNOT INTEND TO LIVE IN QUEBEC****

FED-SE COMPLETENESS CHECK STEPS

- **You must open all envelopes, and make sure all papers are facing upwards neatly on the file. Make sure there are no loose papers. If documents are sideways, ensure they are facing to the right.**
- **If English/French translations are provided for any documents, the translation goes before the original version.**
- **Do not alter any police certificate documents when completeness checking**
- **Documents are to be arranged as follows: PA, Spouse/Common Law Partner, Oldest Dependent Child to Youngest Dependent Child *If the IMM0008 is not in order, you must number the PA and Deps. Example PA = 1 DEP = 3 SP = 2**

1. If you need to cut the envelope please ensure to keep the **date stamp**, **packing slip**, **return address** and **bar code** if on envelope.

2. Ensure the fee is correct and that the amount **matches number of people accompanying –** as per R10.
   ONLINE PAYMENT – date stamp it on right hand side of the form. Ensure it is made out for the correct amount. Set payment aside until file is put together.

3. **Obtain** and **hole punch** a photo pouch. Put all **photos in photo pouch, staple, date stamp and write the last four digits of the XEP# in pencil on the pouch**.

4. If provided, find **address labels** and put them to the side.

5. Start at the top of the application under **Application Details** and ensure that:

   a. "**Program under which you are applying**" (Block 1) is Economic **(do not make changes)**
   b. "**Category under which you are applying**" (Block 2) is Self-Employed **(do not make changes)**
   *if different refer to the procedures regarding unclear category/program.
   c. Number of people listed in **block 3 equals** the number of people on the application (on both the **IMM0008** and the **Additional Family Info form**) (**make necessary changes**)
   d. **Language Preference for**: Verify what language the client is requesting correspondence in (Block 4 a)
   e. "**Where do you intend to live**" (Block 5) Cannot be Quebec.

6. Passport for PA – must be provided – Flag with "P" for easy reference
Passport for SP/DEPS – may be provided but are not required.

Passport verification: The MRZ will take precedence, in most cases, over the VIZ (Visual Inspection Zone) when determining how a name should appear on the application. In the absence of the MRZ, the VIZ will be used to establish how the name should appear on the application.

On page one:

a) (Block 1) Surname
b) (Block 1) Given name
c) (Block 7) Date of Birth
d) (Block 4) Sex
e) (Block 8) Place of Birth –
Exceptions:
If there is no POB on the passport go with what the client gives on the IMM0008
If the POB lists a country or country code do not include it on the IMM0008 and leave what the client lists

On page two:

a) Marital Status
b) Email address
c) Do you have a valid passport?
d) Passport number
e) Country of issue
f) Issue date
g) Expiry date

Data above must be checked to ensure it matches information provided on the generic application. If it does not match, look for an amendment page in the passport which may show a

correction to any of the personal details above (make necessary change to paper application 'as per PPT').

7. Ensure the **Application** (IMM0008) has an original penned signature as well as a date**.**

8. Ensure you have a **Schedule A** (IMM5669) for PA, SP and all dependants 18 years of age and older. (**If accompanying or not**). Schedule A consists of 4 pages, so ensure that all pages are included. The sections that need to be verified on the Schedule A are:
   a. **"Indicate whether you are"** The Principal applicant , Spouse, Common-Law partner, or dependent over 18
   b. **Name** (to ensure that the Schedule A does indeed belong to the appropriate people)
   c. **All 4 pages are included**

9. Verify that you have two pages for the **Supplementary Information - Your Travels** (IMM5562). This form is to be completed by the PA – for the **PA only**.

10. Ensure you have a **Schedule 6A** for the PA. **flag for easy reference with 6A** The sections that need to be verified on the Schedule 6A are:
    a. **Name**
    b. **4 pages are included**

11. Ensure you have an **Additional Family Information** form (IMM5406) for PA, SP and all dependants 18 years of age and older. (**If accompanying or not**). The fields that need to be verified are:
    a. **Name** (to ensure that the form belongs to the appropriate people)
    b. **All dependents** (Spouse, children, step-children, etc...) **are included on IMM0008.**

12. IMM5476 Use of Representative (if provided) – Flag with 'R'

13. **Bio Data Pages of Passport - Flag PA's passport with "P"**

14. **Original Language Test NOT mandatory** for the PA, if provided test must be original and verified online. **Flag –"L".** The following are the three tests we accept at CIO:
    a. **IELTS** (must be general, and within 2 years of the stamp date)
    b. **CELPIP** (must be general, and within 2 years of the stamp date)
    c. **TEF** (must have 2 pages, and within 2 years of the stamp date)

*****All language tests must be verified on applicable websites. (**If test provided is not original do not verify and put to the back of the file**)*****
***** Spouses language test can go to the back*****

15. Work experience for the PA – Work experience documents, Business Plan, Resume **(not a required document)**

16. Other Educational Documents for the PA (**not a required document**)

17. Education for the Spouse (**not a required document**)

18. Work experience for the Spouse (**not a required document**)

19. Proof of relationship in Canada (**not a required document**) (ex: a relatives birth cert, phone bills, permanent residence card)

20. Settlement funds for PA ((**not a required document**) (ex: bank statements, proof of property/land owned etc.)

21. Ensure you have a **Birth Certificate** for PA, SP and all dependants listed of file (mandatory). This document must be in English or French; if the birth certificate is in a foreign language, the original birth certificate must accompany the translated version and may include a declaration from the translator (refer to Acceptable Documents in Lieu of a Birth Certificate for more information).

22. If applicable, a **marriage certificate** or **common-law declaration** for the PA and Spouse. (not mandatory)

23. If applicable, a **divorce certificate** and **adoption certificate(s)** for the children. (not mandatory)

24. If applicable**, Police certificates** go next. They are not required and we **do not request** them if we have to return the file for another reason.

25. If applicable, letter from **PA** or **Rep** (if provided) - **Flag with "C"**

26. If applicable, document checklist goes next.

27. If additional PPT pages are received they will be placed with the additional documents at the back of the file after **the document checklist**. Ensure to identify the extra pages of the passport that are at the back of the file by writing "**PA PPT**", "**SP PPT**", "**Dep PPT**" in the bottom right hand corner of the **first** additional page only for each set of extra passport pages.

28. Any additional documents provided go next

29. Envelope application was received in goes last

Next do the following:

1. Hole-punch all documents and place neatly on peg in the correct order. **Do not staple or hole-punch original documents** (please use a docket and place the photocopy in the proper order).

2. Staple **Address labels** under the **online payment (HPM)** inside the file jacket on the left hand side at the top with the staple teeth facing inwards. Be sure to stagger multiple payment forms.
3. Highlight box 10 on the Generic Application (**current country of residence**)
4. Highlight the country for the "**most recent address**" on Schedule A question 12 (Addresses).
5. If the file includes upfront medicals, write upfront meds, your initials and the date on the file jacket.

R10 Notation

Write R10 info **IN PENCIL** on top of application. See example below:

Only Processing Fees	With RPRF Fees and Biometrics if Paid
R10 OK "Your initials" No Rep or Auth Paid Rep or Unpaid Rep PA $1050 SP $550 Dep x2 $300.00 $1900.00	R10 OK "Your initials" No Rep or Auth Paid Rep or Unpaid Rep PA $1050 SP $550 Dep x 2 $300.00 RPRF x 2 $980.00 Biometrics $170.00 $3050.00

*** If you receive an overpayment of fees See example below:

R10 OK "Your initials"
No Rep or Auth Paid Rep or Unpaid Rep
PA $1050
Overpayment $200.00
$1250.00

(After completing the file, if refund needed forward to Mailroom RA.)

DATA ENTRY in GLOBAL CASE MANAGEMENT SYSTEM (GCMS)

Search XEP#, Pa and dependents in GCMS

Click IMM > All > Query XEP# > Scan file number > Step off to initiate hyperlink to application

Prior to beginning data entry, check the **NOTES** under the XEP# to see if any notes or special instructions have been added to the file.

- Add the following note to every file if deemed complete:
  Application type:
  Date received:
  Authorized paid/unpaid rep/no rep:
  File forwarded to:

1. Once the application is open in GCMS, **verify** and **correct** the following information:
- **Secondary office**
- **Received date**
- **Lock-In Date (same as received date)**
- **Category (SE2-FED)**
- **Correspondence Language, Interview Language,** and **Interpreter Required.**
- **Correspondence Channel** (If there is an email listed on the application make sure that Correspondence Channel states “Email” or “Online.” If Online is selected DO NOT CHANGE! If no email address is listed on the application, then this should read “Other”.

(If there are any discrepancies, take the file to your Team Leader before starting data entry).
- Verify **Province and City of Destination** from IMM0008, page 1, box 5.
- Verify Province of Interest.

2. Go to **CLIENTS & PARTIES** tab where you will find all of the clients as listed on the application. Each client will have a **T#,** which is a hyperlink. Highlight the PA, scroll down and enter the NOC Code. Enter a NOC code for everyone on the file. To establish the NOC for the spouse and dependants, reference the “intended occupation” indicated on the IMM00008 (Education/Occupation Detail – Section 4). NOC codes to be used are:
9914 – NEW WORKER
9911 – STUDENT
9980 – NON WORKER / CHILD < 5

For the PA, under Clients & Parties Tab>Client Details enter the NOC specified on the provided Schedule 6A. You will find this information in on page 1, question 6 "Occupation".

Please Note: Older versions of the Schedule 6A do not have boxes for intended occupation or the corresponding NOC code. In the case, review question 10 of the IMM-0008 Schedule 6A. You will read quickly and compare the details provided with the list of NOCs that are relevant for SE-FED (as per the intent of the program) – list provided below. When a match is clear, you will enter the relevant NOC into the client's and parties details. When the occupation does not match one of the provided options or is otherwise unclear, you will continue to enter NOC 9914. **This method can also be used if no NOC is provided on the Schedule 6A.**

- Cultural Activities:
    - authors and writers: 5121
    - creative and performing artists: 5132
    - musicians: 5133
    - painters: 5136
    - sculptors and other visual artists: 5136
    - technical support and other jobs in motion pictures: 5226
    - creative designers: 5243
    - craftspeople: 5244
- Athletics:
    - Athletes: 5251
    - Coaches: 5252
    - Sports officials and referees: 5253
    - Program leaders and instructors in recreation, sport and fitness: 5254
- Farm management/purchase: 0821
    - Not applicable after March 10, 2018.
- When unclear we can continue to use 9914

3. If there is a Rep on file this is how you add them to the file:

    a. Add the Rep now. Select **NEW** under the **CLIENTS & PARTIES TAB**, add the P# written on the IMM5476 (Rep Form), click GO and OK. Update Client/Party field as *Paid Rep* or *Unpaid Rep*, then save.
    b. Highlight the Rep line, scroll down and click on the ellipses in Street Address and verify the mailing address on the IMM5476 against the Address ID selected and written on the IMM5476 by the scanner.

c. If it is acceptable, copy the address ID to paste later into the PA's address section of the XEP. Write this Address ID on the second page of the IMM0008 and write **REP** next to it. This Address ID will become the primary mailing address for the PA.

d. Click on the ellipses for email and select Primary Email according to IMM5476 and/or IMM0008 Page 2 Box 6 (ensure the to date is blank).

4. If there is a Rep on file do the following for addresses:

a. Starting with the PA, click the T# and scroll down to the **ADRESSESS** tab. Click the Address ID Tab then paste the Address ID that you copied into the Address ID field. Make sure it is selected as Primary and that the Type is "Mailing". *****When there is a Rep on file the PA's Primary mailing address will always be the Rep's Address ID.*****

5. If there is no Rep on file do the following for addresses:

a. If no Rep, verify the mailing address from page 2 of the IMM0008 and write the mailing Address ID from GCMS on the right-hand side of page 2 of the application. Verify the residential address, if supplied, and write the residential Address ID on the right-hand side of page 2. If you must create a new Address ID due to mailing guidelines, create the new address and delete the incorrect Address ID you are replacing. Please refer to Appendix A for instructions on how to create a new address in GCMS.

b. The spouse and any dependants on the file will be associated with the PA's residential address as their primary residential address if ***<u>they live in the same country</u>***. If the PA is living in a separate country than the spouse and any dependants, the **primary mailing address** will be used for the spouse and any dependants.

6. Check the Email address now to ensure all correspondence goes to the correct email.

7. Click the XEP# hyperlink in the top left corner in GCMS.

8. Under Client and Parties, ensure to pick in correct Email address

9. Click on the **FEES** tab. Verify the amount on the fee line matches the amount on the online payment provided with the application. Verify that the number and dollar amounts of the fee lines associated with the application match the accompanying applicants. Once you have verified all the amounts click the **ALLOCATE** tab. Current balance should show $0.00 and each fee line for the clients should show **PAID.**

Adding a Biometrics Org:

Effective January 7, 2019, you must add an Org to each application regarding Biometrics fees. These orgs are used to track which applications do and do not require Biometrics fees to be requested. Follow the Biometrics Instructions First Touch (Economic) located on GCDOCS. These instructions will guide you on how to use the Biometrics Checklist First Touch, also located on GCDOCS, to determine which Org to add. IMPORTANT: After you have completed these steps, either close the Biometrics Checklist First Touch tool or click the "Clear" button located at the top right corner of the tool.
Both the instructions and tool are accessed at the following link:

http://gcdocs2/otcs/cs.exe?func=ll&objId=135107815&objAction=browse&sort=name

Scroll to the top of the application and click the blue **GO TO SEARCH** tab. *(If there is a Rep on file delete the Rep from the search screen before beginning your search).* Also remove gender and country of birth for each person and add use the drop down under search type and select exhaustive. To begin your search, click **SEARCH ALL**. You will have to hit **REFRESH** in order for the search to complete.

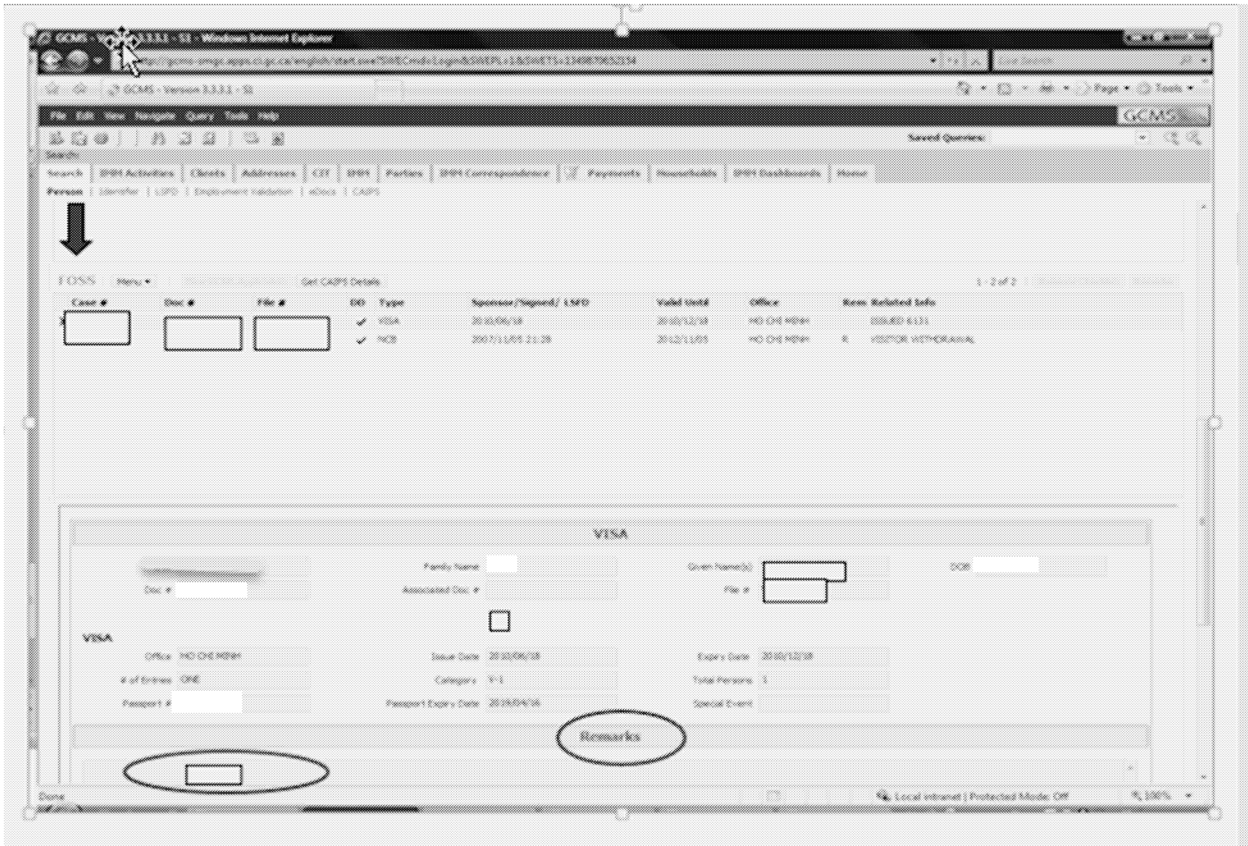
After the search has completed, highlight the PA listed in your search and scroll down to the **IRCC INTEGRATED HIT LIST** section. You will be looking for hits that match your PA's **Family Name**, **Given Name**, **Gender**, **DOB**, and **COB** (these may be exact matches, or very similar).

Check under the heading "**Derogatory**" for **Danger, Refer or Wanted**. If your Pa and/or deps has either Danger or Refer, you must place a note in on the XEP. Refer to appendix B for further instruction.

If no derogatory remarks, next check **FOSS Action Codes for L, CITIZEN or EII** as well as the **Client Status for Permanent Resident**. If you have any of these three Foss Action Codes or Client Status and would like a description on them, refer to appendix B for further instruction.

*If you see multiple T#'s please ensure you review each briefly to eliminate the possibility of a duplicate application.

Once you have checked for Derogatory and FOSS Action Codes, begin checking into the client's previous history by hitting **Get FOSS Details**. Scroll down to the section titled **"GCMS"** and "**FOSS**" and try to link your client by locating a work permit, study permit, passport number or reading the section "**Remarks**" to find information that matches your client.



If you have found a match that you are sure is your client review any other applications associated to the UCI to eliminate the possibility of a duplicate application. Next, place a checkmark in the **SELECT** box next to the PA's UCI and scroll back up to the search area and step off. The UCI will populate in the **MATCHED UCI** box. ***(It is very important that the MATCHED UCI box has the UCI number populated before promoting the application, otherwise GCMS will create another UCI and you will have to request a Household).*** **Highlight the next person in the search** and scroll down and repeat the previous steps to verify a matched UCI. (**Do not use the T# or CAN# as a matched UCI**). If no matched UCI is found for the spouse or dependants, then the **MATCHED UCI** box should be left blank for them.

***Do not select UCI if you are not 100% certain it belongs to your client. A UCI verification may be required. Please see your team leader for further instruction.**

**If at any time you believe you have a UCI that you think is for your client and when you click on the UCI and get a pop-up that says Unable to see Client in GCMS – Refer to Appendix I*

1. Once you have searched for UCIs for everyone on file and selected any matches, you will then click the **PROMOTE APPLICATION** tab. A box will pop up on the screen in 10-30 seconds stating **CREATE PROCESS COMPLETE,** click the **OK** and then click the **GO TO APPLICATION** tab in the upper right corner. This will bring you back to the application. Scroll down to the **CLIENT & PARTIES** section and you will now see UCIs for everyone on the file. In pencil, write the UCIs on the IMM0008 in Box 3 under the corresponding person's Personal Details.

2. Starting with the PA, click the UCI hyperlink:

   - Click the **Email** ellipses to update the email address, if necessary **(for Pa only)**. If there is an email address on the IMM0008 and/or Rep form that has not been entered into GCMS, you will have to enter it. The Rep's must be primary.

   - Go to **Marital Status** and click the ellipses to update the marital status, if necessary, and associate the spouse's UCI with the PA's marital status. *(You will also associate the PA's UCI to the spouse's marital status when updating the spouse's information.)* To do this, expire any previous marital status lines and create a new line adding the spouse's UCI and select this as the Primary. The marital status for the PA is at the top of Page 2 of the IMM0008.

   - Click the **COR** ellipses and make sure the Current Country of Residence from Box 10 on Page 1 of the IMM0008 is correct and selected primary.

   - Click the **LANGUAGE** ellipses and make sure the Native Language is correct and selected primary.

   - For the **PA only**, go to the **TELEPHONE and FAX** ellipses and select as Primary the information as provided on page 2 of the IMM0008.

   - Check the **EYE COLOUR** and **HEIGHT** in GCMS against what is on the IMM0008. *(The eye color and height should always indicate **Suspected/Estimated.** If not, Select the dropdown and change it to Suspected/Estimated.)*

3. Scroll down to the **NAMES** section and verify that the name and place of birth checked Primary matches the IMM0008. If necessary create a new line and enter the name and place of birth as it appears on the IMM0008 and make this the Primary name.

4. Go to the **ADDRESSES** tab and verify the mailing address selected as Primary matches the address ID you previously wrote on the IMM0008.

5. Click the **DOCUMENTS** tab and verify the following from the IMM0008:
   - **Passport Number**

- **Country of Issue**
- **Date of Issue** and **Date of Expiry**

6. If the PA, spouse or dependents provided any information on their Schedule A, Page 1, Question 6 you will enter it at this time.
   a. Click the **BACKGROUND** tab
   b. Click **STATUTORY QUESTIONS**
   c. Click **NEW**
   d. Under the **APP#** click the ellipse and select the Application # associated to the file you are working.
   e. Select the **FORM** dropdown and select **PR2012/12.**
   -This will open the Statutory Questions at the bottom of the screen. Select the dropdown answers that match the SCHEDULE A answers provided on the application. Then type in ***ALL CAPS*** exactly what is in the box at the bottom of Question 6 including any spelling or grammar errors. Step off when you have completed this and it will save automatically or Ctrl S.

Repeat steps 12 to 16 for everyone on the application

7. Click the Application EP# and scroll down to **CLIENTS & PARTIES** section. Starting with the PA, click the ellipse in the **NAME** box and ensure the Primary name checked is highlighted in blue. Scroll down to the **CLIENT DETAILS** screen and click the ellipses for the following:

- **COR**
- **Marital Status**
- **Travel Document**
- **Telephone** *(PA only)*
- **Fax** *(PA only)*
- **Email** *(PA only)*
- **Address**

Ensure the Primary in each one is highlighted in blue. Repeat this for everyone on file.

(NOTE: This procedure is very important as any correspondence being sent is created from this section and the Primary must be highlighted, as well as check marked, to ensure the correspondence is being created with the correct information.)

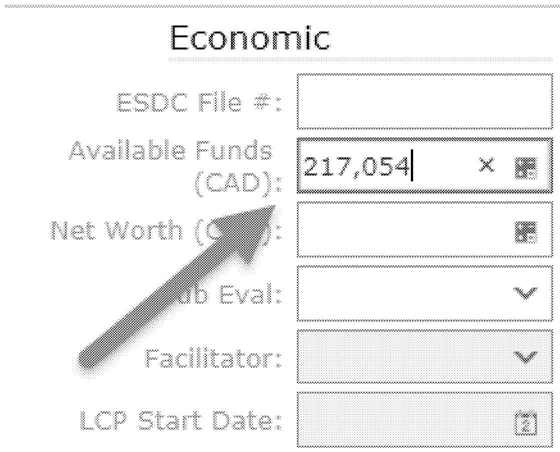
For files without T#'s (scan errors), verify that the following information is filled in correctly according to IMM0008:

- Official Language
- Can Communicate in English
- Can Communicate in French
- Official Language Proficiency Test

- # of Years of Education
- Level of Education

8. **Capture <u>Schedule 6A/ IELTS/TEF Information (Only General Tests are Acceptable)</u>**
9. 100% of all IELTS language tests will be verified on the IELTS TRF Verification website (https://ielts.ucles.org.uk/ielts-trf/index.jsp).
10. CELPIP language test verification website https://secure.paragontesting.ca/verify/Login
11. Enter the usename and password you have been provided by your team leader and click the "SIGN IN" button

Available funds: Capture from box I of Schedule 6A. In GCMS, enter here:



a. On the Application Screen, click on the **"Eligibility"** View Tab
b. **Click Schedule Info**
c. **Click New**
d. Enter the following details:
    i. First Official Language **(#3 on Schedule 6A)**
    ii. **Enter English or French Test results:**
        1. IELTS and CELPIP for English, TEF for French **(enter No if no test on file and None for all proficiencies)**
        2. Test Number (Bottom Right of the IELTS)
        3. Test Date (Use date at the top of the IELTS)
    iii. Under Test Results enter the scores that were received in the corresponding categories: Speaking, Listening, Reading and Writing
    iv. Use chart below for proficiency

v. Previously Completed a Program or Full-time Study of at Least Two Years at a Post-Secondary Institution in Canada **(#7 on Schedule 6A)**
vi. Previously Worked Full-time in Canada **(#8 on Schedule 6A)**
vii. Relationship to relative in Canada **(#9 on Schedule 6A)**

LANGUAGE TESTS – RELATED PROFICIENCIES			
	Proficiency		
	HIGH	**MODERATE**	**BASIC**
	IELTS		
Speaking (exp. orale)	6.5 - 9.0	5.5 - 6.0	4.0 - 5.0
Reading (comp. écrite)	6.5 - 9.0	5.0 – 6.0	3.5 – 4.5
Writing (exp. écrite)	6.5 - 9.0	5.5 – 6.0	4.0 - 5.0
Listening (comp. orale)	7.5 - 9.0	5.5 – 7.0	4.5 - 5.0
	CELPIP		
Speaking (exp. orale)	8-12	6-7	4-5
Reading (comp. écrite)	8-12	6-7	4-5
Writing (exp. écrite)	8-12	6-7	4-5
Listening (comp. orale)	8-12	6-7	4-5
	TEF		
Speaking (exp. orale)	Niveau 5-6 349-450	Niveau 4 271-348	Niveau 3 181-270
Reading (comp. écrite)	Niveau 5-6 233-300	Niveau 4 181-232	Niveau 3 121-180
Writing (exp. écrite)	Niveau 5-6 349-450	Niveau 4 271-348	Niveau 3 181-270
Listening (comp. orale)	Niveau 5-6 280-360	Niveau 4 217-279	Niveau 3 145-216

12. RCMP Checks must be initiated for anyone between the age of 18 & 65 if:

a. Their current address is in Canada

b. They have *previously* resided in Canada for at least 6 months

13. Select the **PAPER FILE** tab.

- For all files charge the **LOCATION** to **A87-SE**

(Press Control + S).

14. Correspondence Tab

For a PCC of E-mail	For a PCC of Online	For a PCC of Other
1. Under the Outgoing subtab, a line was auto generated called "**Acknowledgement of Receipt/Accusé de réceptionselect**". The Type section should have "**Auto E-mail**". The Status section should read **"Generate."** Verify the correct email has populated and then change "**Generate"** to **"Sent" then control + S.** To attach AOR to the file, press the ALT key and Enter key. Scroll down to Correspondence Attachments and verify the AOR has attached. 2. One Toucher is also responsible for creating another correspondence record to Request to Link Application to an Online Account (Auto E-mail). Create a new line. Document section should be **"Link you application to an online account".** The Type section should be "**Auto E-mail**". The Status section should read **"Generate."** Verify the correct email has populated and then change "**Generate"** to **"Sent" then control + S.** Press ALT+Enter.	1. Under the Outgoing subtab, ignore the line that was auto generated called "**Acknowledgement of Receipt/Accusé de réceptionselect**". 2. Create a new line. Document section should be "**Acknowledgement of** R**eceipt/Accuséde reception select**". The Type section should be "**Word**". The Status section should read **"Generate." Press ALT+Enter.**. Scroll down to the correspondence attachments and click the blue word hyperlink (could be word letter 2, word letter 6 etc). Go to the T drive and select either ENG PDF AOR LETTER FOR A PCC OF ONLINE or FRE PDF AOR LETTER FOR A PCC OF ONLINE. Be sure to save the letter as a PDF. Go back to GCMS and attach the letter under correspondence attachments as normal. Change the status to "sent".	1. If there isn't an email associated with the file, then refer to Appendix D for instructions for sending out an AOR via mail.

15. While you are still under the **CORRESPONDENCE,** click the **REPORTS** tab (located on the top left in GCMS and looks like a bar graph) in order to create the label for the file jacket. The **RUN REPORT** will open. Select the **REPORT NAME** dropdown and select **APP# & PA'S INFORMATION LABEL** and click **SUBMIT**. Wait about 10 seconds and then click **MY REPORTS**. This will open the reports page and you should see a hyperlink and the status should read **SUCCESS.** Click the hyperlink, which will generate the label and prompt you - select **OPEN**. Click the printer and in the dropdown select **GCMS Labels** or **INTERMEC 43PC** and print the label. Place the label on the front, bottom left corner of the file jacket. Once printed, delete label from screen and hit the back arrow to go back to the application.
16. **Notes**:

- <u>Add the following note to every file if deemed **complete**:</u>

  Application type:
  Date received:
  Authorized paid/unpaid rep/no rep:
  File forwarded to:

17. If you have Upfront Medicals on your file, to ensure the up-front medical is linked to the client's application the data enterer will do the following when up-front medicals are on file:

    1. Email the following Email box: **CIO-Sydney-Medical**
    2. Type **Up-Front Med** in the subject area of the email
    3. Provide the following information in the body of the email: **Application Number, Client's Name and UCI**

The email box will be checked by a PM1 and the upfront medicals will be linked to the client's application

***Reminder to print off a Note to File and check off the upfront medicals box.*

18. On the front of the file jacket do the following:

    a. Write the acronym for the visa office with **BLACK MARKER** in the Alternative Names box
    b. Write the PA's Family Name with **BLACK MARKER** in the Name box
    c. Write "**One Touch**" "**Your Initials**" & "**Current Date**"

    If applicable:

    d. **"Upfront Meds"** "**Your Initials**" & "**Current Date**"

Once one touch is complete:

- Place files in bucket labelled **FED-SE FILES READY FOR TRANSFER A87-SE**
- **CPR** files can be marked DN and placed on the mailroom triage cart.

Document Request Procedures for FED-SE

Before proceeding: As with any business line, please ensure that your *application is promoted* before continuing. When finished, please ensure that *minimal data entry, or what is minimally required for Fed-Se* is completed. Please ensure that primary information is picked into the E# (i.e. mailing addresses/email addresses, name, passport number). If you have a Rep on file, ensure that you add the Rep to your application before proceeding.

- Ensure send to mail recipient is added to 'quick tools'.

1. Check Notes & Incoming Correspondence to ensure required documents have not been received.
2. Verify **Preferred Correspondence Channel** on **IMM Screen.** If online use other method for sending correspondence. If E-mail or Other continue to step 3.
3. Click **Correspondence Tab** > Outgoing Subtab
4. Click **New**. A new request line will populate
5. In the **Document field** enter: ***Request Letter/lettre de demande* -** Click OK
6. **Due Date:** enter **30 days** for correspondence sent via email or correspondence sent via mail to Canadian Address/**60 days** for address outside Canada.
7. Under ***Items Requested*** section: Click **New**.
8. **Item** field, click in box, click the ellipsis and select the item being requested. If applicable add in a comment.
   *Create a line for every line being requested.
9. Update **Status** field to ***Generate***

10. Scroll down to the ***Correspondence Attachments*** (bottom right of the screen)
11. Press "ALT" key and "ENTER" key simultaneously
12. Hyperlink on the ***Word LTR 02*** Link
13. Go to ***Computer: G:\FSWS GROUPS\MAILROOM\Boutique Lines - Request Letters***
14. Select the appropriate letter for the Business Line being worked: **FED-SE Request Email** or **QBC Request Email**.
15. Proof Read Request letter prior to sending: *remove the email disclaimer at the bottom of the letter if sending by mail*. Edit Address: Remove 'Canada" form address and change text to upper case.
16. Drag and drop the email and subject line as well as adding 'Centralized-Intake-Office' to the 'From' and 'BCC' lines.
17. Send correspondence and attach email in GCMS (see below for instructions to attach email).
18. Enter GCMS Note
19. Change paper file to **R10-Awaiting-Docs**
20. Enter **Due date**: 30/60 days

HOW TO ATTACH AN EMAIL

When preferred correspondence is 'Email' or 'Other'

- Create a folder titled **Request Letters** on your desktop.
- Drag and drop email sent to client
- **Correspondence**> **Correspondence Attachments: Menu:** delete record.
- Click on **New:** Go to **Correspondence to Clients Folder:** Select email
- Press "ALT" key and "ENTER" key simultaneously
- Update Correspondence to Sent.

To avoid attaching incorrect letters to your application, **it is imperative** that once you have attached the client's letter to the application, you return to your documents folder and **delete the PDF file with the application # of the file you are working.**
This must be done after every letter sent.

R10-Awaiting Doc Item Inserts

FORMS

You did not sign and/or date the Generic Application Form for Canada [IMM0008].

The Generic Application Form [IMM0008] you submitted with your application is no longer acceptable. Please visit our website at the following address for an up to date Generic Application Form [IMM0008].

https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/kits/forms/imm0008enu_2d.pdf

A completed Generic Application Form for Canada [IMM0008] with an original signature.

You did not complete essential fields in the application form (IMM0008). Please complete the highlighted sections in the form.

A completed Schedule A for

A completed Schedule 6A for the PA.

A completed Supplementary Information- Your Travels [IMM5562]

Additional Dependants/Declaration form [IMM 0008DEP]

A completed Additional Family Information (IMM5406) for

The Generic Application form (IMM0008) provided with your application does not list . This form must include all necessary information for the principal applicant, the spouse/common-law partner and any eligible dependent children **whether they are accompanying or not.** Please submit a newly completed Generic Application form (IMM0008) listing you as the principal applicant and all your eligible family members.

The application you completed is no longer acceptable. In order to continue processing we require the following form to be completed: Generic Application form (IMM0008). This form can be found at: http://www.cic.gc.ca/english/immigrate/quebec/apply-application.asp

DOCUMENTS

A copy of the original version of a birth certificate for

A copy of a translated version of a birth certificate for

The affidavit you provided in lieu of a birth certificate is incomplete.

In order for an affidavit to be acceptable, please provide the full details as to why you cannot obtain a birth certificate and indicate the full name, date of birth, place of birth, parent(s) name(s).

A legible copy of a birth certificate for

The untraceable/non availability certificate you have provided must be accompanied by an affidavit that gives full details as to why you cannot obtain a birth certificate and must indicate full name, DOB, place of Birth, parent(s) name(s).

A copy of a passport for

A copy of the passport bio data page which includes the machine readable zone for

Photos for . Please refer to the following link for requirements and specifications of photos: http://www.cic.gc.ca/english/information/applications/guides/5445ETOC.asp

Please note: we do not accept passports as proof of birth; therefore we are unable to accept details from your passport. We do accept secondary school records for India that contain the following:

1) Name of Client
2) Date of Birth of Client
3) Parents Names (mother, father or both is acceptable)

If you are unable to provide a birth certificate or a secondary school record, please provide an affidavit containing all 3 of the criteria listed above, as well as a written explanation with full details as to why this document is unavailable.

The secondary school record you have provided as proof of birth must include your name, date of birth and parents' names. The secondary school record you have provided does not include:

- ❑ Name of Client
- ❑ Date of Birth of Client
- ❑ Parents Names (mother, father or both is acceptable)

FEES

The **incorrect fee** amount was received with your application. Please visit http://www.cic.gc.ca/english/information/fees/ to determine the correct fees.

No fee was received with your application. Please visit http://www.cic.gc.ca/english/information/fees/ to determine the correct fees.

The payment submitted with your application is not acceptable. You must submit an online payment as identified below directly to our office with your application. Please visit http://www.cic.gc.ca/english/information/fees/ to determine the correct fees.

RETURNING THE APPLICATION

Check for White Mail

*****If you have an R10-Awaiting Docs overdue application to be returned after second request and verifying it with a Team Leader** **Also:** Please ensure *minimal data entry* is performed before proceeding further. If you have a Rep on file, ensure that you add the Rep to your application before proceeding.

REMINDER: As of July 31st, 2018, fees will be scanned into GCMS applications up front by our scanning staff. If the application you are processing is an upfront return or R10 Awaiting Docs (now past due) we must UNRESERVE any and all payment lines like so:

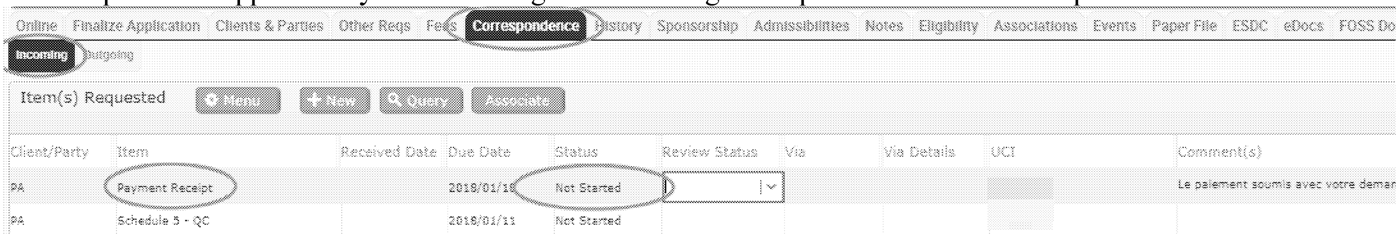
Change the "Reserved" status above to "Unreserved" as shown below:

1) Check UCI Notes

2) Check XEP Notes

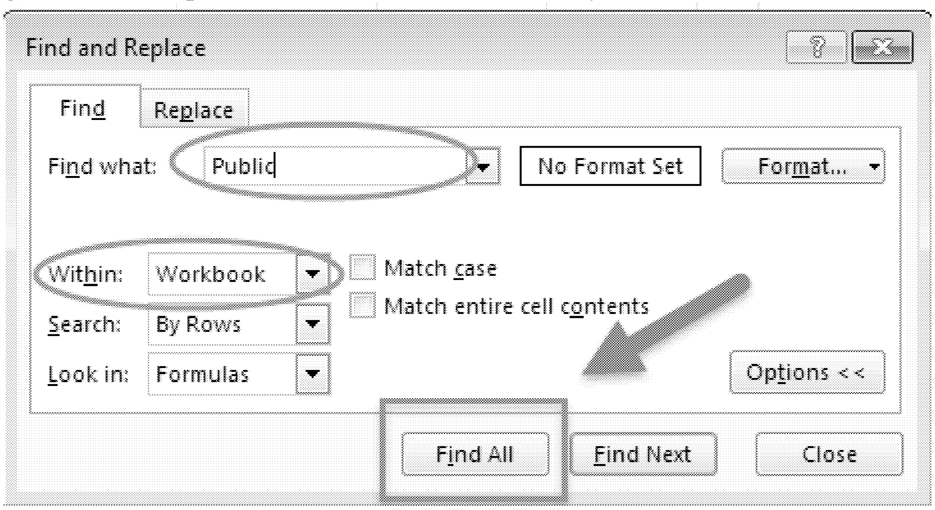
3) Check XEP Incoming Correspondence

If a document has been added and is showing as provided or received, and if you use the document or if it completes the application you must change the incoming correspondence status to completed.



4) Check No Record Spreadsheet

a) Go to: G-Drive -> FSW Groups -> Mailroom -> Spreadsheets -> No Record Spreadsheet
b) Press CTRL+ F
c) Click options
d) Under 'within' click on workbook
e) Search by family name
f) Click find all
g) Search all possible hits for white mail for your client



- If you find white mail in any one of the **four** above locations to the following:

a. Email CIO-Sydney-Registry@cic.gc.ca
b. Subject should read 'White Mail'
c. In the body of the email should indicate the clients name, UCI and Team Leader

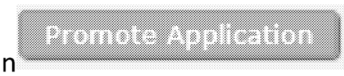
When you receive the white mail from CIO-Sydney-Registry, attach it to the paper file and enter a GCMS client note that states 'correspondence attached to file'.

Cancelling and Recycling a File Jacket

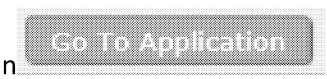
1. Erase XEP # on IMM0008 and last four digits from photo pouch
2. Cross out all date stamps with a single "**X**" through it in **RED PEN**.

3. Staple photo pouch to page 1 of IMM00008
4. If the file you are working has a spouse and/or dependents on file, remove them from the XEP (**<u>DO NOT REMOVE PA</u>**):
    - ***a.*** Clients & Parties
    - ***b.*** Delete spouse and/or dependents
    - ***c.*** If you remove a Sp/Deps, please insert the following note under the XEP#:
    - ***d.*** If a rep is on file, please leave the rep on the application you are cancelling

FOR ADMINISTRATIVE REASONS, FAMILY MEMBERS ARE NOT INCLUDED FOR PROMOTION AND CANCELLATION OF THIS APPLICATION.

5. Click Go to Search (as the application must be promoted)
    - a. Match and **<u>select</u>** the UCI (if applicable) for the PA
    - b. Click Promote Application Button 

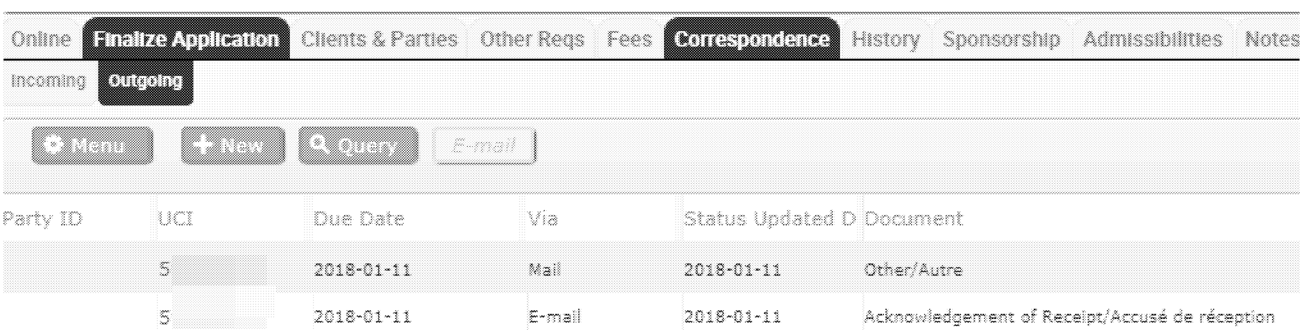
;
    - c. Select "OK"

6. Click Go to Application button 

7. Click "Correspondence Tab - outgoing"
    - a. AOR = Cancelled (from Generate)
    - b. Create a correspondence line.
    - c. Document section should be "**Other**".

    - **d.**Type section should be "**Word"**
    - **e.** Via section should be "**Mail".**
    - **f.** Change the Status section to **Generate and press Ctrl + S**
    - g. Scroll down to the **Correspondence Attachments** applet and press **(ALT + ENTER)**,

      which will refresh the page and generate the data packet record.



h. In the Name field, click the hyperlink and proceed to select the letter template.

i. Select "Download" button.

j. Select the appropriate letter template: T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques à votre bureau\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM

k. Please add one (or if need be, more) of the following item inserts to this letter, (R10 or Return Inserts)

l. Enter your initials

m. Review letter to ensure accuracy.

n. Save this letter as a PDF

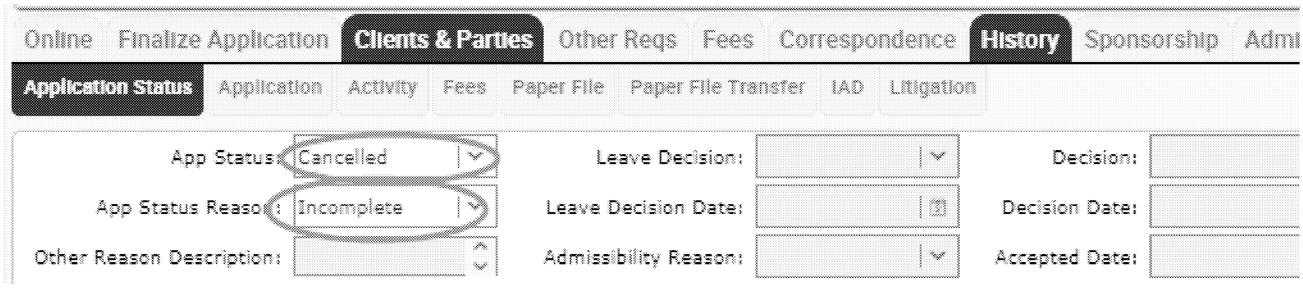
o. Add Letter to GCMS. Click the ellipsis in the name field of the Correspondence Attachments and add attach letter (see below).

p. Press ALT+Enter on your keyboard. The saved letter replaces the data packet in the Correspondence Attachments applet.

q. Ensure the correspondence line is set to "Sent".

8. Click "Admissibility Tab" – Info Sharing. If status shows as NRT, proceed. If any other status shows, please refer to your Team Leader or RA.

9. Click "History Tab"
    i. Application Status = "Cancelled" (from Open).
    ii. Application Status Reason = "Incomplete" (from In Progress).



10. Select IMM Tab and change the Paper File location to PNP-Returned Apps (for PNP) QSW-Returned Apps (for QSW) as follows:

    Please use the following return note template:
    Application type:
    Date received:
    Date returned:
    Reason for return:

    Authorized paid/unpaid rep/no rep:
    Returned to the following address:

11. Recycle File Jacket

    a. Using White Out, please remove all notations from the file jacket and put a black line through barcode label (front & back).

    b. Place the recycled file jacket in the appropriate bucket in the multi-purpose room.

12. Remove flags
13. Remove contents of application from file jacket. Place return letter on top, ensuring that items that have missing signatures etc are attached to the return letter.
14. Seal envelope and place in appropriate bucket in multi-purpose room.

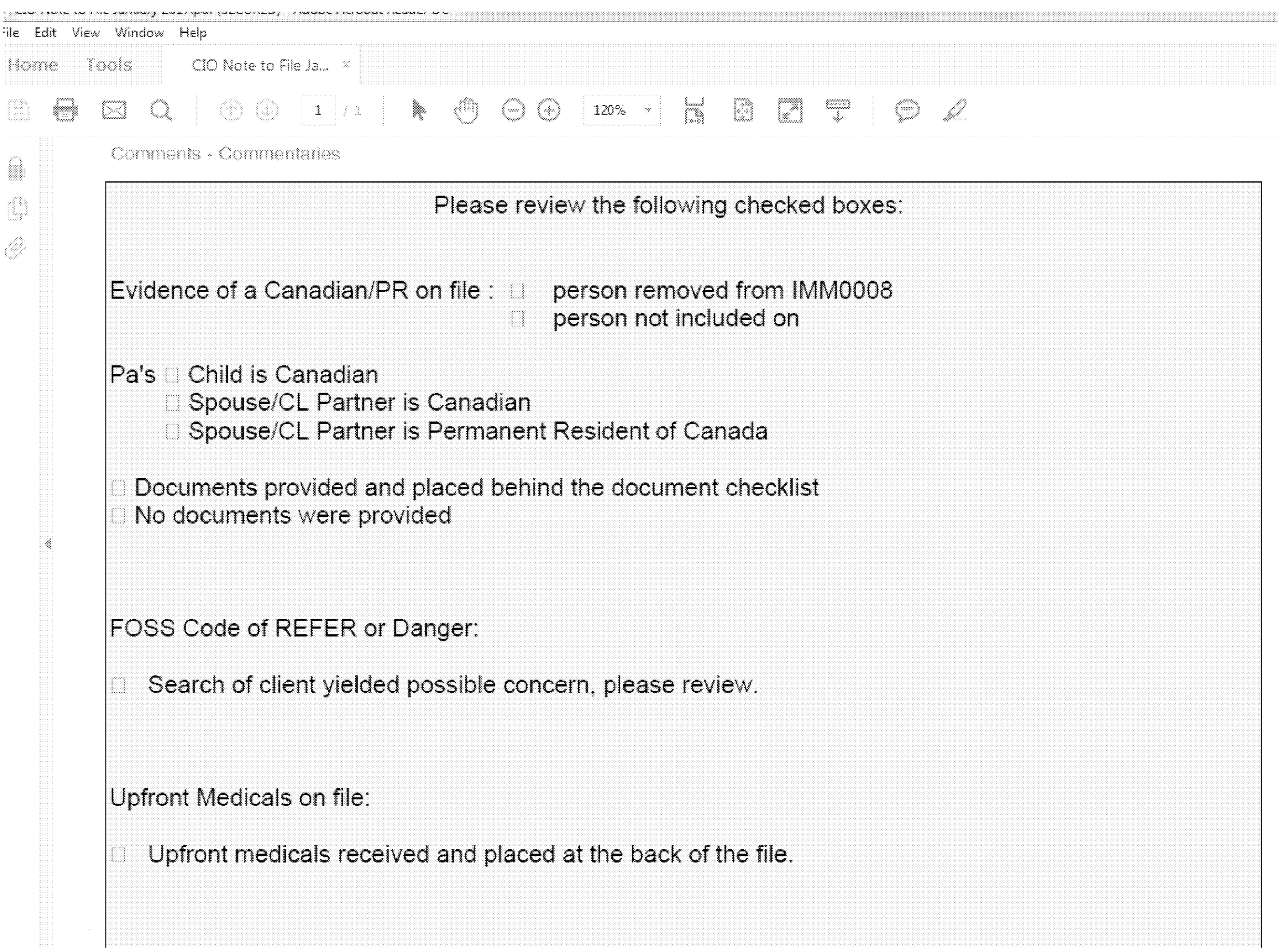
Letter Templates for PNP, FED-SE, SUBC & QBC are located here:

T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques à votre bureau\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM

ADDITIONAL PROCEDURES & APPENDIX'S

Notes to File

-required when Canadian/Permanent Residents are on file, when FOSS shows REFER or DANGER and when upfront medicals are received (highlight applicable section - see below).



Please review the following checked boxes:

Evidence of a Canadian/PR on file : ☐ person removed from IMM0008
☐ person not included on

Pa's ☐ Child is Canadian
☐ Spouse/CL Partner is Canadian
☐ Spouse/CL Partner is Permanent Resident of Canada

☐ Documents provided and placed behind the document checklist
☐ No documents were provided

FOSS Code of REFER or Danger:

☐ Search of client yielded possible concern, please review.

Upfront Medicals on file:

☐ Upfront medicals received and placed at the back of the file.

Authority to Release Form

If we receive an IMM5475, there should be a note on file. This is a note that you enter in GCMS showing that an IMM5475 was received and who the authority to release is given to. The note should be entered on the client in GCMS at the time of completeness checking. Please enter the following note.

Copy and Paste this note into GCMS (a separate note): Rec'd IMM5475 received giving authority to release information to ____ (name and address of person) ______.

Original Documents

If you receive original documents (or documents that you believe are original), and they are not "**old**" or "**irreplaceable**" (see "Procedures for Returning Original Documents" further in the manual), the original document(s) will need to be photocopied and put in their proper order on the file. Once you have photocopied the original document, you will place it in either a docket or a white envelope and peg it the back of the file.

Unclear Program/Category

Applications that indicate an incorrect program or category on the IMM0008 can be worked as normal provided the documents support a QSW application (Schedule 5, CSQ, etc.). See instructions below for Unclear program/category:

a. UNCLEAR CATEGORY If the category on page 1, box 2 of the IMM0008 is listed incorrectly **do not make changes** on the application form. Check to see if the following note has been added under the XEP#. If note is not there then add it under the XEP#: **IMM0008, BOX 2, CATEGORY WAS INCORRECTLY ENTERED BY CLIENT BUT DOCUMENTS SUPPORT A QSW APPLICATION WHICH HAS BEEN FORWARDED FOR FURTHER PROCESSING**

Please note: The GCMS note only indicates Category but should also be entered for incorrect program if all documentation on file supports a QBC application.

If working an application with an incorrect program/category, please check to see if the highlighted note above has been entered in GCMS, under the application. If no, please enter the note.

If you come across any one of the following scenarios:

- Overpayment – Forward file to Mailroom-RA
- Rehabilitation Applications – Forward file to Mailroom-RA
- Duplicate Application – Forward file to Mailroom-RA
- Incomplete IMM5476 (Rep Form) – see team leader before forwarding to Mailroom-RA
- Undisclosed Rep – see team leader before forwarding to Mailroom-RA
- White Mail – see team leader

Appendix A – Representative Steps

GCMS Step by Step Instructions for Searching a Rep

Log into GCMS (this is your work email address and your system password)

To Search a Rep in GCMS

1. Click on **Search Tab**
2. Select 'Integrated Search Tab'
3. Click New
4. Under **Person Type** select **Party**
5. Enter **Family Name** of Rep
   a. Press Tab
6. Enter **Given Name(s)** of Rep
7. Click blue **Search**
8. Click **Refresh**

9. Click blue **Search**
10. Click **Refresh**

The Rep's ID will always start with a **P.**

Check the "**IRCC Integrated Search Hit List**" to see if an ID matches your Rep.

1. If you have a match, hyperlink on P# (usually first one in **Name Hit List**)
   a. Ensure the name matches your rep in the Hit List to help confirm it is the ID you need
2. If you do not get a match in the **Name Hit List** for your rep, you will have to create your rep in GCMS
   a. Click **New Party**
      i. his will bring you into the P# and Party Details will need to be updated (**instructions on next page**)

<u>*Check the household box and the special needs box under the Party ID (P#) for Rep for any instructions for duplicate Rep ID's (see below). See team leader if unsure.</u>

Please ensure you are selecting the correct P# for Rep. Some P#'s are householded which means that many P#'s are all under **<u>one ID.</u>** See below for how to identify which P# is primary when householded.

3. Confirm the following information and make any necessary changes (**if a paid rep, this will help ensure you have the correct person**)
    a. **Paid Representative details** (if applicable)
        i. **Status**
        ii. **Province/Territory** (only for lawyers)
        iii. **Membership #**
    b. **Email Address**
4. To update the above details (ex. Email):
    a. Click **Ellipses** in applicable field
    b. Click **New**
    c. Type **current information** from Rep Form (**IMM5476**)
    d. Click **OK**

5. Write P# on rep form once you have confirmed this is your rep
    a. P# gets written on Page 1 of the Rep form (IMM5476) on the right hand side of the Rep's name.

6. Click on **Address** Tab
    a. Check addresses to see if an address matches the address on the Rep form.
        i. **Check under Street Address 2, as we want to find an address that has the company name only** (if applicable). **If there is no company name use the Rep's name as the C/O**
        ii. Once you locate the correct "**Street Address 2**", you will need to start at the beginning and verify the following other fields
            1. **Apartment Number** (if applicable)
            2. **Street Number**
            3. **Street Address**
            4. **PO Box** (if applicable)
            5. **City**
            6. **Province/State** (if applicable)
            7. **Postal Code** (if applicable)
    b. If an address in the list matches the address on the Rep form, **select as primary** and **delete** the "**To Date**" if necessary.
    c. Write **Address ID** on Rep form under the P#

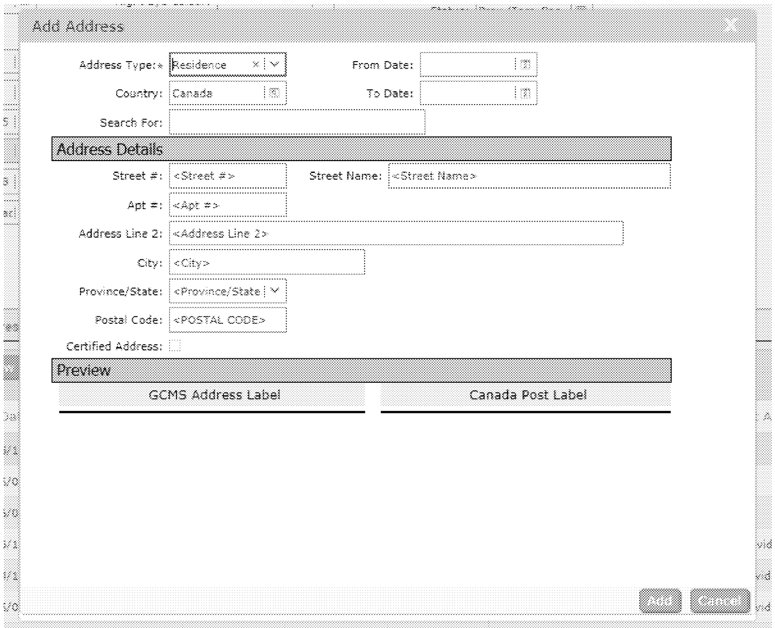
If you are unable to locate an address that matches the rep form, you will need to create a new address in GCMS. Instructions are on the next page.

Appendix B – How to Create a New Address in GCMS

1. Click on Address tab

2. Click Add New Address

3. Click Add New Address



4. Enter in all applicable information and click add.

Appendix I – GCMS Searching One Offs

***If at any time you believe you have a UCI that you think is for your client and when you click on the UCI and get a pop-up that says unable to see client in GCMS you will need to do the following:

a. Click in the section "**Select**"
b. A white box will appear in that space, and you want to promote you will need to click in the box to put a checkmark
c. Step off (click in the search section or anywhere outside "Hit list" view) and you will now be able to click "**Promote Client**"
d. You will now be into the clients UCI in GCMS.

IF UNABLE TO LOCATE CLIENT IN GCMS

If you are unable to find a **UCI/Party ID** that belongs to your client look at the following to see if your client may be in GCMS

IMM0008

i. Page 1, Block 2 (**Have you ever used any other names**)
ii. Page 1, Block 10 (**Current Country of Residence**)

Schedule A

iii. Page 1, Question 6 (**Statutory Questions and Text box**)
iv. Page 2, Question 7 (**Education**)
v. Page 2 Question 8 (**Personal History**)
vi. Page 3 Question 12 (**Addresses**)

Supplementary Info – Your Travels

vii. Question 2 (a) (**check for Canadian trips**)

Passport

Canadian Visas with their passport

Appendix C – Derogatory & FOSS Action Codes

If your Pa or dependents had either Danger or Refer under the Derogatory, you must place a note under the XEP the reads "**Search of client yielded possible concern, please review.**" You must also use the note to file template.

If your Pa or dependents has **FOSS Action Codes of L, CITIZEN or EII**. once you have completed the file, you will need to send the file to the Resource Agent using a yellow routing sheet. Before sending the file to the RA, ensure you update the paper file location in GCMS. To do this go under the XEP#, go to the **Paper File** tab and change the location to Mailroom-RA

Foss Action Codes and Description

S	Sponsorship Information
A	Application for PR in Canada
E	Enforcement Action(s)
L	Record of a Landing Document
V	Visitor Document(s)
C	Record of a Refugee Claim
N	Non-Computer Based Document(s)
R	Automated Registry file
Q	Record of an Appeal or Litigation
F	ROLF/ Transportation Loan
I	Interim Federal Health Certificate
W	WIP Events
CITIZEN	Already a Canadian Citizen

EII	Contentious Case

Appendix D – How to Send an AOR if there is no E-mail on file

Create an AOR folder on your desktop – This is where you will save your AOR

Uninstall and Install the LETTER KIT G:\install_gcms_letter_kit.bat

1. Go to correspondence – OUTGOING
2. Click NEW
3. Document – ACKNOWLEDGEMENT OF RECEIPT
4. Type – WORD
5. Via - MAIL
6. Status – change from NOT STARTED to GENERATE
7. ALT + ENTER – this will generate a word document under CORRESPONDENCE ATTACHMENTS
8. Click on the word document
    - OPEN
    - COMPUTER
    - GCMS (T:)
    - TEMPLATES
    - OFFICE SPECIFIC TEMPLATES
    - CENTRALIZED PROCESSING
    - CPC SYDNEY CIO-CTD SYDNEY BRCD
    - MAILROOM
    - Select proper correspondence
9. Once letter generates, ensure it is the correct person and the NAME and ADDRESS are UPPERCASE letters.
10. Make sure the address follows CANADA POST GUIDELINES
11. SAVE YOUR LETTER
    - FILE
    - SAVE AS
    - AOR FOLDER
    - CHANGE SAVE AS TYPE FROM WORD TO PDF
    - SAVE FILE AS EP #
12. PRINT YOUR LETTER AND PLACE IT IN A SMALL BROWN ENVELOPE (WITH A WINDOW)
13. Place sealed letter in appropriate bucket for ALL OUTGOING MAIL

Back to GCMS

14. Under CORRESPONDENCE ATTACHMENTS click MENU then click DELETE RECORD
    - NEW
    - SELECT FILE
    - FIND YOUR AOR AND SELECT IT

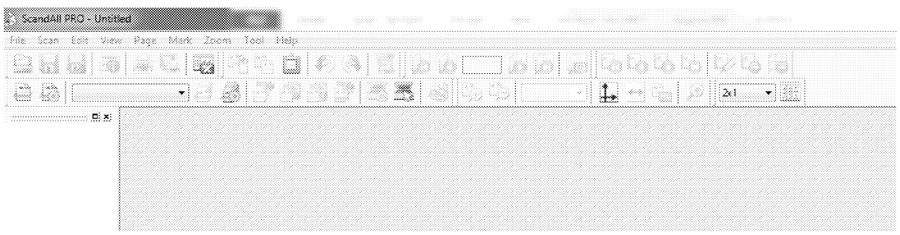
15. Under your OUTGOING CORRESPONDENCE line highlight GENERATE and press ALT + ENTER to attach document.
16. Change the GENERATE STATUS of the letter to SENT.
17. DELETE AOR FROM DESKTOP FOLDER.

Create a folder on your desktop with your name - digital scanning as follows:

"Chrissy - Digital Scanning"

Open the ScanALL PRO program on your desktop:

The program will open and look like this:



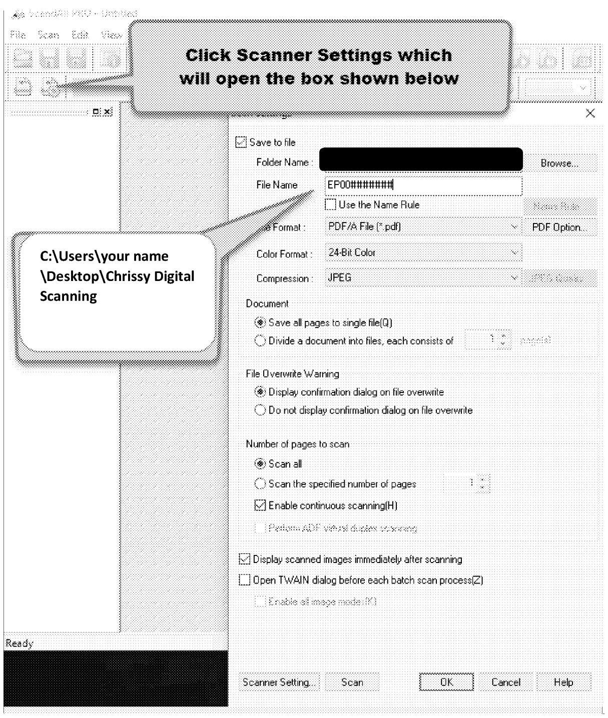
Click Scanner Settings,

Under folder Name select: desktop and then the folder that you created similar to below:

C:\Users\your name\Desktop\Chrissy Digital Scanning

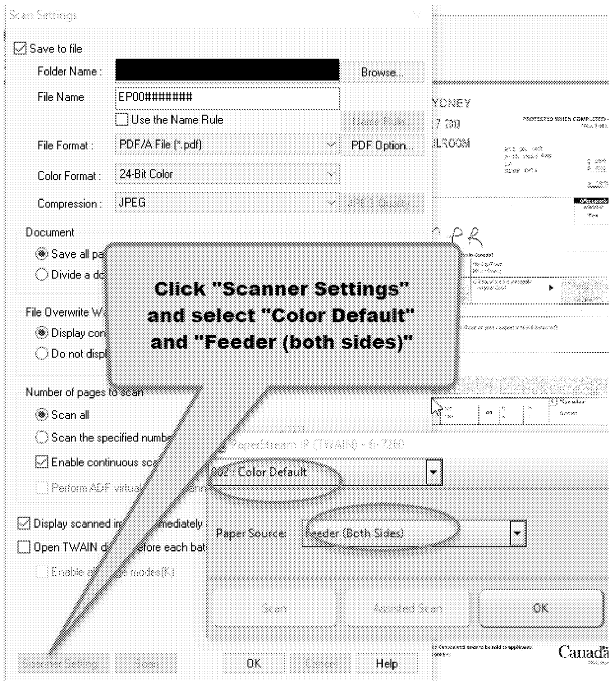
Please ensure that all settings are the same as the below image:

Check scan to file
File name: Ep number as per the application
File Format: PDF/A
Color Format: 24-Bit Color
Compression: JPEG
Document: Select Save all pages to single file
File Overwrite Warning: SelectDisplay confirmation dialog on file overwrite
Number of pages to scan : Scan all, check Enable continuous scanning
Check display scanned images immediately after scanning



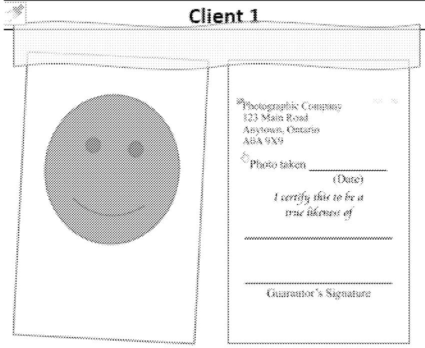
Commented [P1]: Please note that all highlighted boxes are not to be exempted – they are simply to bring attention to the employee.

s.19(1)

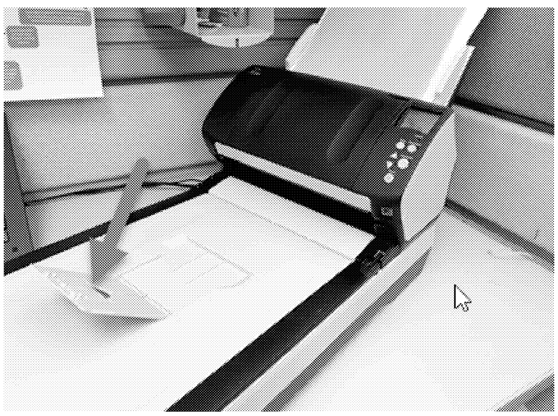


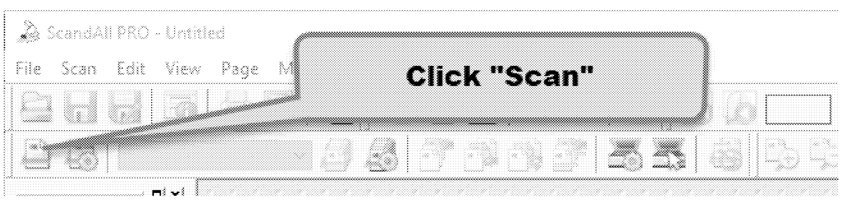
Your applications to scan will look similar to below. Remove from folder, place Payment on top and lay the photos to the side. Quickly review pages for staples and remove where necessary. Envelope can be trimed to fit feeder if necessary- just try not to cut off information.When scanning is complete, application will be returned to the folder in the order as it was when removed. Payment and Photos (as noted below) can remain on top as they were in the scanner.

Photo scanning templates will be printed and available for your processing. Tape each client's two photos to the template as noted below and place on the top of the application.

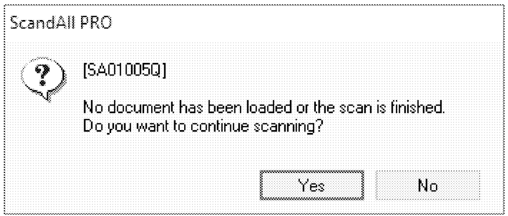
Client 1	Client 2
	
Client 3	**Client 4**

Application will be placed in the feeder. Larger files may have to be placed in feeder in segments. Flip plastic as noted in arrow as this will prevent pages from going out of order.





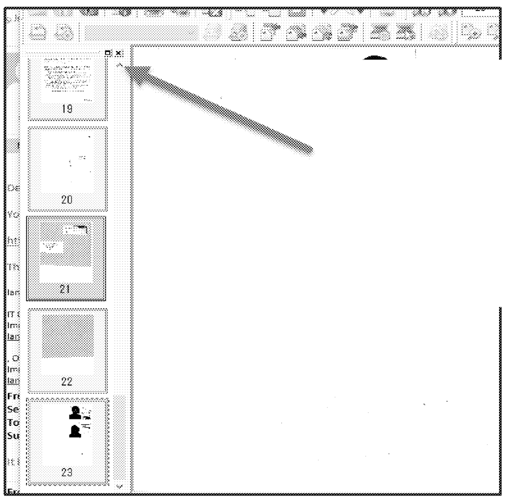
Monitor scanning until complete. Message will then be:



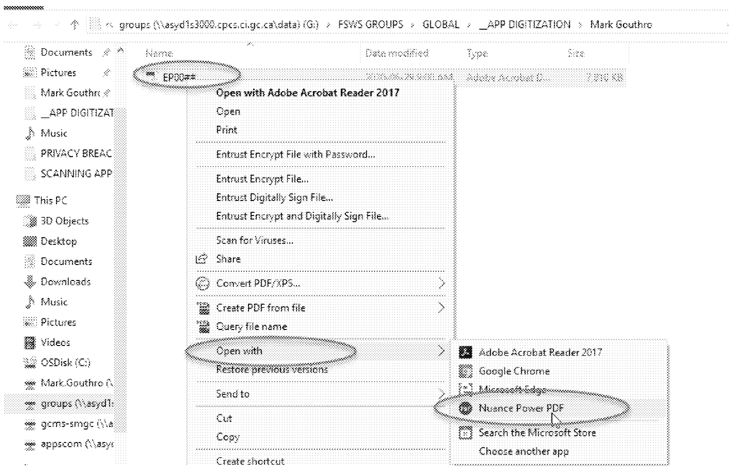
s.19(1)

If all pages of app have been scanned, Click "NO". At this point, your file (digitized application) will be automatically saved to your named folder.

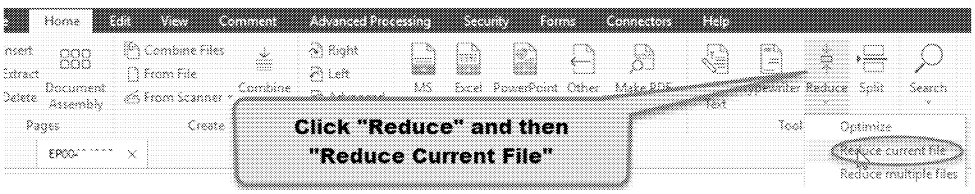
Quickly flip through scanned application to QA the image:



Right click the application in your named folder (using the desktop shortcut for your folder may be useful here) and open with Nuance Power PDF

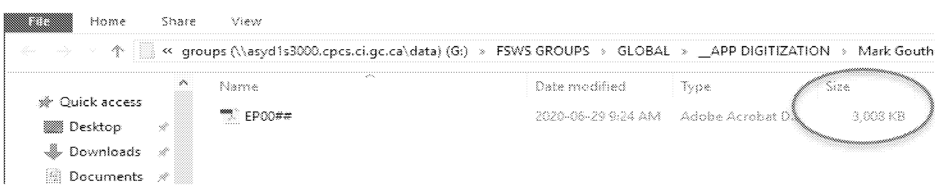


Your application will open in this Nuance Program.

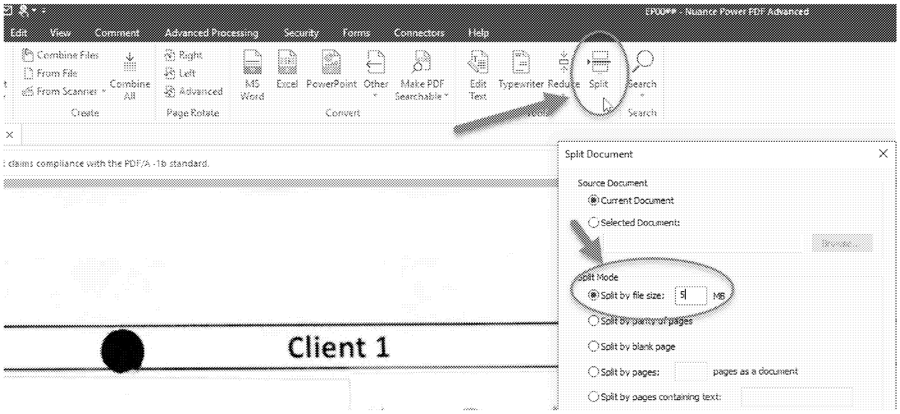


Click "OK" to the two pop up boxes.

You will notice that the file size has now decreased:



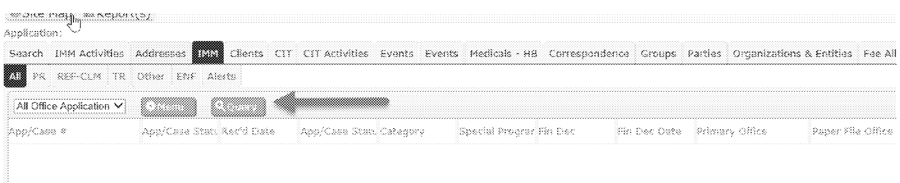
If the file size is still greater than 5000kb (5MB) after reducing, you must split the file into segments no more than 5000kb (5MB)each:



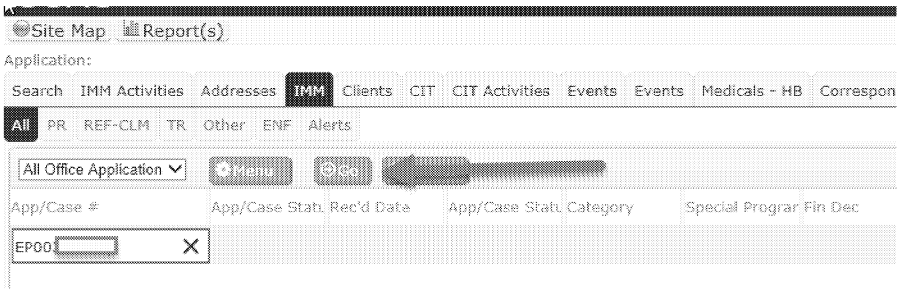
Uploading the scanned application to the GCMS application (EP#):

Click through as noted below:

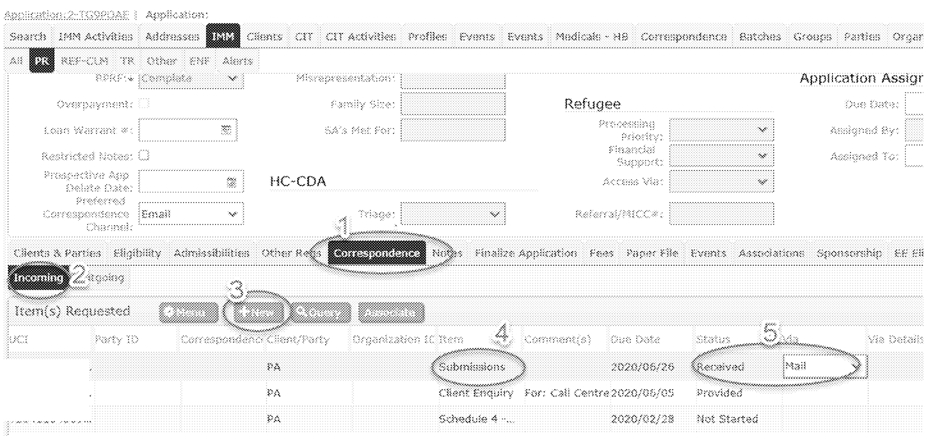
!!!!!!!!!ENSURE YOU ARE WORKING ON THE CORRECT FILE BY MATCHING THE NAME and DOB on GCMS TOTHE PAPER APPLICATION !!!!!!!!!

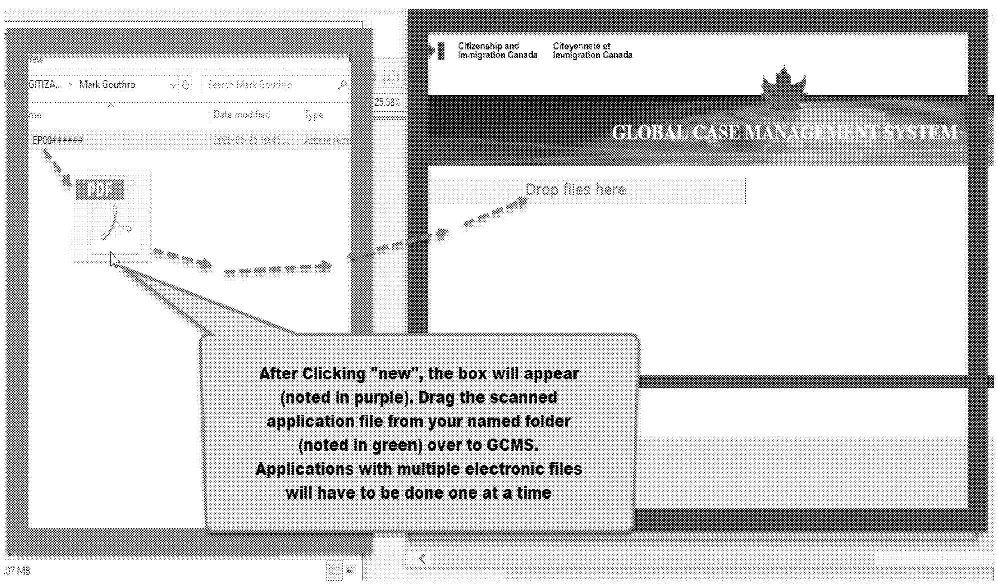


Then scan in the application number and hit "GO"



Then step off to the side so that the EP# becomes a hyper link, click on the EP# and it will take you into the application





Click "Alt + ENTER" after each file dragged to GCMS

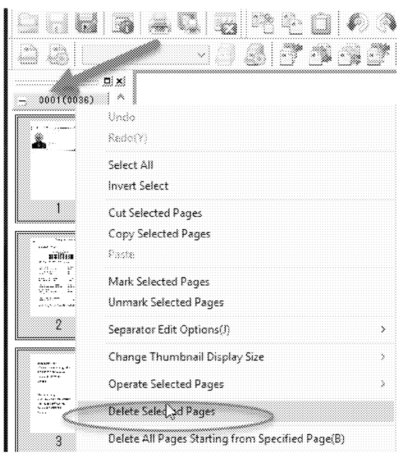
Click the newly attached file in GCMS and quickly scan through to QA

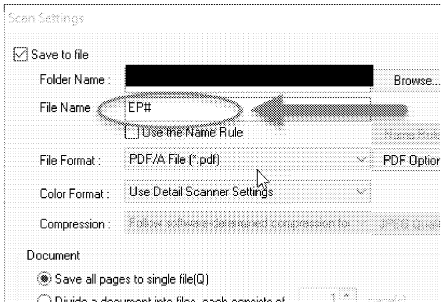
Create the ORG under Organizations & Entities

- **Under the EP#, go to the Associations tab**
- Next, click the **Organizations & Entities** section (if not defaulted there)
- Click on **New**
- A dialog box will open, from there click on **Query**
- **Copy Org:** O265107655021
- Paste the Org in the **Org/Entity ID** field and click **Go** then click **OK**
- Then under **Reason** hit the drop down and select "Other" tab to the **Other Reason Descriptions** and type in "Scanned Application"

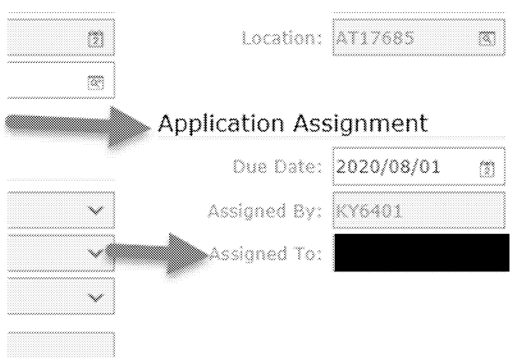
!!!Go into your named folder and DELETE the file (application)!!!

!!!In Scan All Pro, click all pages(light blue "001(0036) noted in image below) and delete!!!:





While in IMM PR, go to Application Assignment, and Assigned To: enter the appropriate code (listed on the last page): Note that due date will automatically be populated.



!!!!!You are ready to start new application. ENSURE YOU CHANGE THE FILE NAME IN SCAN SETTINGS!!!!

Please note:

For those of you who are digitally scanning. Please remember the following.

When grabbing a bucket to scan, please be sure to look at the bucket label, the file jacket or the current paper file location to determine what assign to code to use.

When scanning files that have the paper file location of **Ready for PS-SEC** please assign these files to **DH18415** and change the paper file location to **PS-SEC.**

When scanning files that have the paper file location of **Ready for EVAL CT** with a **PNP** category please assign these files to **GM27566** and **do not change the paper file location.**

When scanning files that have the paper file location of **Ready for EVAL CT** with a **QSW** category please assign these files to **D4048** and **do not change the paper file location.**

When scanning files that have the paper file location of **BF Registry First Request** or any other paper file location not listed above, please **do not assign these files** or **change the paper file location.**

PNP Data Entry Manual

October 2020

IRCC

Contents

WELCOME TO CIO DATA ENTRY!!

Inside this training manual you will find important information on Data Entry expectations and procedures. Procedures change regularly and you are expected to be flexible and adhere to these changes. This information package is a guideline and it is your responsibility to make sure that you are following the latest procedures, so be sure to be on top of your email throughout your shift.

Please further note that all of the material covered in this training manual has been seen and approved by a CIO mailroom team leader, if you have any questions regarding the material please see a team leader.

All material in this training manual is subject to change at any time so make sure you are following current procedures. All templates included in this manual are required to be used.

It is very important that when you are data entering you only have one application open on your desk at a time.

ACCEPTABLE DOCUMENTS IN LIEU OF BIRTH CERTIFICATE

Affidavits/Statutory Declarations/Letters

We are permitted to accept Affidavits, Statutory Declarations and letters indicating why the client did not submit a birth certificate. This is for all countries.

If you receive an affidavit/Statutory Declaration/Letter that indicates why a client did not submit a Birth Certificate or Birth Certificates for other family members, as per the Document Checklist, the clerk is to accept the affidavit/Statutory Declaration/or letter. The client has complied with the checklist and the application will be determined to be complete. If a birth certificate is required further on in our processing, the client will be contacted by an agent and/or officer during assessment of the file.

Secondary School Records

Acceptable for India only – must include name, DOB and a parent's name - if before 1980, a parents name is not required

National Identity Cards - Consult "The Binder"

Acceptable for Pakistan, Iran, Iraq, Brazil, Turkey, Thailand, Lebanon (Ministry of the Interior)…

Household Registry/Family Records/Censuses

Acceptable for China, Japan or Korea and France

Statutory Declaration of Age

Acceptable for Nigeria for the PA and Spouse

Marriage Certificate

Acceptable for Brazil (Brazilians must surrender their birth certificate before they can get married).

Important to note: When a document is submitted for a birth certificate, look for the key words that identify it is a birth or birth Registration document: "Birth Certificate", "Nacimiento", "Naissance", "Extract" from birth registry, national registry, civil registry, and who is issuing the document: Ministry of Interior, Civil Registry Office, Republic of, State of, Civil Status Registration, Civil Registrar, Registry of Births, Vital Registration Department, Department of Health, etc..

Any birth certificate that is submitted in any language except English or French must also be accompanied by a translation. If a translated document is submitted, then the original language document must also be submitted accompanied by the translator's declaration.

Please see your team leader if you receive a Baptismal or Hospital record. Some may be acceptable, some are not.

If you have any documents that you are unsure of please see your team leader for clarification.

DATA ENTRY NOTES AND UPDATES

For applications where the PA indicates marital status as "separated" or "legally separated", but does not include the spouse on their IMM0008, the application will not be returned as incomplete. The application should be accepted as complete, and a note-to-file added indicating that the client is separated and spouse is not on file.

Please note: Sometimes, applications will contain family members that are Canadian Citizens/Permanent Residents. Before promoting the application, enter a GCMS application note stating the file was "Forwarded to Team Leader (or Mailroom-RA) for review". Change the paper file charge to your Team Leader's code (or Mailroom-RA) requesting removal of Canadian Citizen/PR.

Receipt Number Not Found Error

If you come across an application whereby you try to scan a HPM into this application you get the error "Receipt number not found", please email Mailroom-RA or your Team Leader for remedy before requesting a new HPM. It is possible that the HPM may have been associated (but not allocated) to a cancelled application. Please remember to add the note "File forwarded to Mailroom-RA (or team leader) for review".

PNP - Checklist and Order of Documents

*	**Fees**	Hole punch and place inside the file jacket (Online Fee Payment) - First page in Application
*	**Photos**	Required For all clients on Generic Application Form (**ACCOMPANYING or NOT**) Tape all photos to the photo sheet. Place behind Fee Sheet.
*	**Address Labels**	Place underneath the Photo Sheet
*	**Note-to-File**	*If applicable. (Note to File)
*	**Generic Application Form for Canada** (IMM0008)	***Signed in ink and dated by PA (MANDATORY) Must include all Dependents.**
*	**Scan Sheets**	Hole punched and place on peg (do not hole punch bar-code)
*	**Add a Dependant** (IMM0008 DEP)	(If applicable) if more than 6 people are on application
*	**Schedule A** (IMM5669)	**PA and all family members 18 or older. (Accompanying or not)**
*	**Supplementary Info-Your Travels** (IMM5562)	Second page is not needed if there is only one applicant.
*	**Schedule 4**	**PA only. *Must have original penned signature MANDATORY**
*	**IMM0008 Schedule 4A** (if applicable)	**PA only**. Must have a Business Plan. (if applicable)
*	**Additional Family Info** (IMM5406)	**For all family members 18 age or older**. (Accompanying or Not) ***Has to be Signed and Dated**
*	**Use of Representative** (IMM5476)	**If applicable, signed by PA**
*	Authority to Release (IMM5475)	**If applicable, signed by PA**
*	**Declaration from Non-Accompanying Parent/Guardian for Minors Immigrating to Canada** (IMM5604)	**If applicable; include an ID of the non-accompanying Parent/Guardian. NOT MANDATORY**
*	**Birth Certificates/Adoption Certificates**	**PA, SP and all family members on the application**
*	**Marriage/Common-Law/Divorce/Custody/Death** docs	If applicable. **NOT MANDATORY**
*	**Police Certificates**	Put in order of applicant. **NOT MANDATORY**
*	**Provincial Nomination Certificate**	Must not be for Express Entry. Verify the expiry date is after the received date. **MANDATORY.**
*	**Language Test**	**For PA only** if spread sheet says needed
*	**Passports**	Copy of Bio Data & Amendment Page. In order: PA, SP, oldest to youngest Dep **(FOR PA ONLY)**
*	**Letters from PA/Rep**	***If applicable**
	ADDITIONAL DOCUMENTS	
	CIO Checklist	If Provided. **NOT MANDATORY**
	Extra Passport pages / Visa's	Label first page for each person (ex. PA PPT, SP PPT, Dep1 ppt etc...)
	Documents	*If applicable
	Any Additional Documents Provided	Military Info, school records for children, work permits, etc...
	Additional Correspondence	ex. Return letters from CIO
	Medical reports	If Provided
	Docket for Original documents	If applicable

ASSEMBLING A PNP FILE (PROVINCIAL NOMINEE PROGRAM)

Assembling and Completeness checking of a PNP file is done at the scanning stage and the file is put in the correct order; however a second look will be conducted at Data Entry.

The assembled file will have to be reviewed by the clerk to verify if the file is R10 complete or if the file will be returned.

1. Note the stamped Received Date on the file jacket and ensure it matches the stamp date on the envelope.
2. Verify the amount of funds provided on the fee receipt is correct.
3. Tape Passport Photos for all Dependants (accompanying or not) to the Photo sheet (If not already done)
4. Ensure all pages of the Generic Application, including the scan sheets have been provided and are in order (the correct number is indicated on the top right of each page)
5. The last page of the IMM0008 must be signed in ink under “Declaration of applicant”
6. If your file contains an **IMM0008DEP form,** that would be placed next.
7. Schedule A (IMM5669) must be provided for the **PA and all dependents 18 years of age or older** as of the received date; ensure each Schedule A contains all 4 pages. If the Online Schedule A has been provided, the total required number of pages varies and is indicated in the top right of each page.
8. Supplementary Information – Your Travels (IMM5562) for PA must be provided and contains two pages. **Proceed if second page is not included -if there is only one person on the file**
9. The Schedule 4 **must** be provided and must be signed in ink.
10. If PA is nominated under the Business Stream, ensure we have a Schedule 4A and a Business Plan.
11. Additional Family Information (IMM5406) must be provided for the PA and all dependents 18 years of age or older as of the received date; Ensure all required dependents have been accounted for on the Generic Application
12. If a Use of a Representative (IMM5476) has been provided, it will be placed after the Additional Family Information
13. If an Authority to Release (IMM5475) has been provided, it will be placed next
14. If a Declaration from a Non-accompanying Parent/Guardian for Minors Immigrating to Canada (IMM5604) has been provided, place it next, followed by identification from the non-accompanying parent. If provided
15. Birth Certificate must be provided for the PA and all dependents on file whether they are accompanying or not.
16. For applicants with Marital Statuses other than Single the most current document goes here, the rest can go after the document checklist. These documents can be:
    a. Marriage Certificates
    b. Statutory Declaration of Common-Law Union
    c. Divorce Certificates
    d. Death Certificates
    e. Annulment Certificates
17. Locate any police certificates provided and place them behind civil documents. These can be hole-punched even though they are original.
18. Ensure we have the Provincial Nomination Certificate. Verify it is not for a “Work Permit” and does not state “Express Entry Only”. The Nomination Certificate **will need** to be verified against the applicable spreadsheet. **Be sure to check for comments**: Some Provincial spreadsheets will have **comments** in the last column. If there are

any comments in this field, you must enter a GCMS note under the XEP Notes
Check all the hits you received when you search for the Nomination
Example. "Client is an Abcfoods employee as per provincial spreadsheet"

19. **If any notes say "On Hold" - Add the note for Nominations on hold ******
 "[Insert the comment in the "comment section" of the PNC workbooks spreadsheet here] As per Provincial Spreadsheet."
Example: Nomination on hold as per provincial spreadsheet

20. If a language test is required (indicated on spreadsheet or NOC skill level C or D). This can be a photocopy or original. These will need to be verified on the applicable website and indicated on the test. We only accept GENERAL tests for IELTS and CELPIP.

NOC CODING SYSTEM

- Skill Level O - Any NOC that starts with a 0. The **second** digit is the Skill Type
- Skill Level A - When the second digit is a 0 or 1
- Skill Level B - When the second digit is a 2 or 3
- Skill Level C - When the second digit is a 4 or 5 –must have a copy of the language test
- Skill Level D - When the second digit is a 6 or 7 –must have a copy of the language test

21. The complete bio data page for the (PA's) principal applicant's current valid passport must be provided.
22. If the bio data pages of dependents' current valid passports have been provided, place them next
23. Read any correspondence from the PA or Rep.
24. The document checklist is usually provided and should be placed next. Any further documents provided will be placed after the document checklist and should follow the order of the PNP - Checklist and Order of Documents provided within this manual.
25. Any additional passport pages should be kept together by client and the first page labelled "PA PPT", "SP PPT", etc.…
26. Cut out the return address, date stamp, and tracking number/barcode(s) from the containing envelope, hole-punch the corner, and add it to the brass fastener in the file jacket.
27. Hole Punch address labels and Fee receipt(s)
28. All other documents will be added to the fastener in the order from top to bottom as noted on the PNP - Checklist and Order of Documents provided within this manual.

R10 AWAITING DOCS –VS- RETURNS

After reviewing the file, if the file is deemed to be incomplete, please view the following chart to determine if we can request the missing information or return the application as incomplete.

R10 Awaiting Docs	Returns

Schedule A: (IMM 5669) If the page containing question 12 is missing or question 12 is not completed, refer to Mailroom-RA or Team Leader for R11 prior to promotion. If any other pages of the Schedule A are missing; you must request a complete Schedule A. If all pages are provided but some fields are left blank or state N/A, S/O, etc., **Do not request**. Proceed as normal.	**Generic Application Form to Canada: (IMM 0008)** If the IMM0008 does not have an **original penned signature or** if the form is **not included**. **Signature in ink must be in box provided.**
Supplementary Information – Your Travels If page 2 is missing and there are no dependent children over 18, do not request. **Nomination Letter** If a valid nomination letter is **not** on file and you **can** locate the client in the PNC Workbook, You can request the nomination letter.	Schedule 4; if it does not have an original penned signature or if form is not included.
Additional Family Information Required for **everyone** on file over the age of **18**	A valid PNP Nomination Certificate. (If client is ***not found*** on PNC spreadsheet, and we do not have their Nom Letter, return
Birth Documents Required for PA, SP and all dependants on the application	
Passport The passport is required for **PA** only	
Language Test If the NOC skill level is C or D **Copies are acceptable**	
Fees	
Photos. New instructions were released regarding religious obligations to photographs. If application is received **without** photos and client self-identifies this is due to religious obligations, file will be triaged. **Instructions can be found under the triage portion of manual.** If the application is	

received **without** photos and client **does not** self-identify religious obligations **photos will be required**	

DOCUMENT VERIFICATION

Once an application has been determined to be complete, you must verify the provided documents.

GENERIC APPLICATION FORM FOR CANADA

1. Start at the top of the application under “Application Details” and verify:
2. Box 1 is "Economic"
3. Box 2 is “Provincial Nominee (PNP)” **<u>If this states anything else a note must be added (Note should be added by scanner to the application in GCMS, if not you will have to add the note)</u>**
4. Number of people listed in Box 3 equals the number of people on the application (on both the Generic Application (IMM0008) & the Additional Family Information Form
5. In what language the client is requesting correspondence in Box 4(a)
6. Box 5 matches the province of nomination by looking at the Nomination Certificate.

Passport verification: The MRZ (Machine-Readable Zone) will take precedence, in most cases, over the VIZ (Visual Inspection Zone) when determining how a name should appear on the application. In the absence of the MRZ, the VIZ will be used to establish how the name should appear on the application.

The format of the Machine Readable Zone on a travel document is as follows:

i. The family name is recorded first, then
ii. The double chevron character (<<) separates the family name(s) from the given name(s).
iii. The single chevron (<) separates multiple family names and multiple given names.

Example:

A Canadian woman with the given name Anna Maria and family name Eriksson would be encoded as:
P<CANERIKSSON<<ANNA<MARIA<<<<<<<<<<<<<<<<<<<
A Canadian man with the given name George Michael and family name Richards Stevens would be encoded as:
P<CANRICHARDS<STEVENS<<GEORGE<MICHAEL<<<<<<<

More information on how to interpret the name from a passport:

Special Characters: Dashes, apostrophes, and accents (as used in French grammar) will be allowed if indicated in the VIZ. As well, if a name is truncated in the MRZ, it will be valid if it appears in the VIZ.

Single Names: If the applicant has only **one** name, or does not indicate a surname, the surname field cannot be left blank. In this instance, you will have to move the given name field to the surname field. **Please note: do not repeat the single name in both the first name and the surname fields.**

Middle Names: For some countries it is common to see a client's middle name on the passport. If it is not in the MRZ, it is not to be recorded on the application. A common example is the Philippines.

One Name Field on Passport: Some passports have only one name field, where the full name of the holder (i.e., given name(s) and surname) is recorded. In such cases, the Machine Readable Zone (MRZ) must be consulted to determine how the full name breaks down into given name(s) and surname.

Titles, Prefixes, and Degrees - The client may include a title, prefixes, degrees, decorations and other suffixes (e.g. - Mr., Mrs., Miss, Dr, Eng., PhD, the Honorable...) in their name. These are not to be included on the IMM0008 or entered into GCMS. **Please Note**: If the applicant's name on the passport shows Jr. Sr. or II in the surname area, it will be entered into GCMS.

Exception to the MRZ - When a spousal relationship is indicated in the MRZ or VIZ (e.g. - "épouse de", "epse", "ep.", "spouse of", "wife of", "husband of"), omit this as part of the primary name. The complete name will be recorded as name type AKA in GCMS. For example, if the client's passport indicates Nour EP. Paul Sajan in the family name field, the family name will be recorded as NOUR in the primary name record.

If the information on the **Generic Application** does not match the **Passport Bio Data Page**, Look for an amendment page in the passport which may show a correction to any of the personal details. Make necessary changes on the Generic Application Form by putting a thin line through the incorrect information with **pencil** and enter the correct info and write 'as per PPT' next to it with your initials.

Example: The Generic Application Form for Canada has "John Doe" as the first and last name, **however** the Passport Bio Data Page has "John Joseph Doe" on it.
With your pencil; write in "Joseph" next to John on the Generic application and initial it.
Repeat these steps for each family member, in order (PA, Spouse, Dep 1, Dep 2, etc. if applicable).

Never write with pen on the Application.

Exceptions when recording Place of Birth:

If there is no Place of Birth (POB) on the passport, use the city/town and country indicated on the Generic Application Form for Canada (IMM0008)

If the Place of Birth lists a country or country code do not include it as part of the city/town on the Generic Application Form (IMM0008) For example: when the passport indicates the Place of Birth (POB) "Karachi, PAK", do not include "PAK" as it is the country code.

Compare the **Passport Bio Page of the PA** with **Page 1 of the Generic Application Form**
Under Personal Details:

- Box 1 - Surname
- Box 1 - Given name(s)
- Box 4 – Sex
- Box 7 - Date of Birth
- Box 8- Place of Birth

On page 2 verify:

- Marital Status
- Email address
- Do you have a valid passport?
- Passport number
- Country of issue (this should never be Canada)
- Issue date
- Expiry date

Data above must be checked to ensure it matches information provided on the generic application. If it **does not match**, look for an **amendment page** in the passport which may show a correction to any of the personal details above (make necessary change to paper application 'as per PPT'). Repeat this step for each family member, in order (Spouse, Dep 1, and Dep 2 if applicable).

DETERMINING THE VISA OFFICE- (IS IT AN R11?)

You must check **"Box 10"** on page 1 of the Generic Application Form (IMM0008) and the Country of the most recent address on the PA's Schedule A, **(Question 12)**, you will need to determine what office the application is to be routed to. This is generally done when the application is being created by a scanning clerk, but **you must confirm** the initial selection. There are a number of possible scenarios to consider:

- **If the two items match** and the country is either **Canada** or **United States**,

The application will be processed within Canada as a **CPR** application.

- **If the two items do not match** but both are either **Canada** or **United States,**

The application will be processed in Canada as a **CPR** application.

- **If the boxes match** and the country of residence is **any other country**, refer to the "File Dispatch Rules" at http://gcdocs2.ci.gc.ca/otcs/cs.exe/overview/42736702 to determine which visa office to route the application to.

All Lines of Business are included on the spreadsheet so be sure you are looking under the PNP column in the spreadsheet.

If the two boxes contain two different countries and one or **both are not** Canada or United States, you will need assistance determining the correct Visa Office. Add a pink tag to the top of the peg of the file jacket, write "R11" on the tag, and bring it to a Resource Agent (RA)

The RA will determine where to route the application to and return it to you.

If **Question 12** is not complete with the **most recent address**, refer to Mailroom-RA or Team Leader for R11 determination.

R10 NOTATION

Write the R10 info **in pencil** (or use the PNP Completeness Check Tool to generate) on the top right-hand area of the first page of the Generic Application (IMM0008)

Example of an R10 Notation below BEFORE APRIL 30TH 2020

Only Processing Fees	With RPRF Fees
R10 OK "Your initials" No Rep or Auth Paid Rep or Unpaid Rep PA $550 SP $550 Dep < 22 x2 $300 Biometrics x 85.00 $1485.00 (the double underscore indicates "TOTAL")	R10 OK "Your initials" No Rep or Auth Paid Rep or Unpaid Rep PA $550 SP $550 RPRF x 2 $980 Dep < 22 x2 $300 or $2380.00 (the double underscore indicates "TOTAL")

Example of an R10 Notation below AS OF APRIL 30TH 2020

Only Processing Fees	With RPRF Fees
R10 OK "Your initials" No Rep or Auth Paid Rep or Unpaid Rep PA $825 SP $825 Dep < 22 x2 $450 Biometrics x 85.00 $2185.00 (the double underscore indicates "TOTAL")	R10 OK "Your initials" No Rep or Auth Paid Rep or Unpaid Rep PA $825 SP $825 RPRF x 2 $1000 Dep < 22 x2 $450 $3100.00 (the double underscore indicates "TOTAL")

**

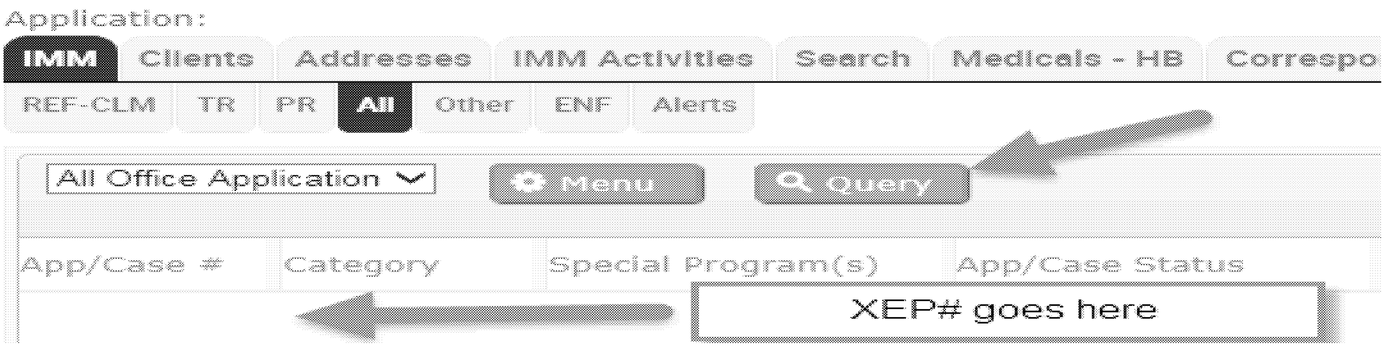
If you receive <u>an overpayment of fees</u> See example below:

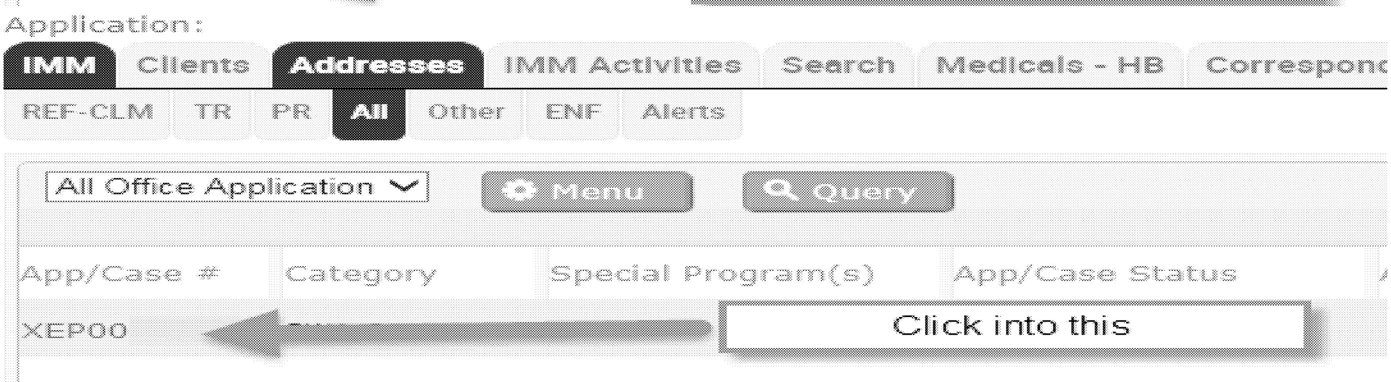
R10 OK "Your initials"
No Rep or Auth Paid Rep or Unpaid Rep
PA $550
<u>Overpayment $200.00</u>
<u>$750.00 (the double underscore indicates "TOTAL")</u>

Please note: <u>When Data Entry is complete the file will be referred to Ready to Eval or appropriate charge. Make sure note to file is attached</u>

<u>DATA ENTRY in GLOBAL CASE MANAGEMENT SYSTEM (GMCS)</u>

- ✓ Click the IMM tab and then "Query"
- ✓ Type an "X" in the App/Case # field.
- ✓ Using your barcode reader, scan or type in the EP # on the bottom of the file jacket.
- ✓ GCMS will automatically search for the application. The "Case/App #" will become a hyperlink.
- ✓ Step off and then click the hyperlinked **XEP number**.





Click the "**Paper File**" tab and replace **"Registry"** with your GCMS ID then click CTRL+S to save the change. If you are unsure of your ID, See your Team Leader. If someone is looking for the file for any reason, they will know where it's located.

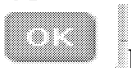
Prior to beginning data entry, check the **NOTES** section. It is located in the Text section going across the middle of the Page. Check to see if any notes or special instructions have been added to the file. **<u>If not continue to verify information</u>**.

Once the application is open in GCMS, verify and correct the following information:

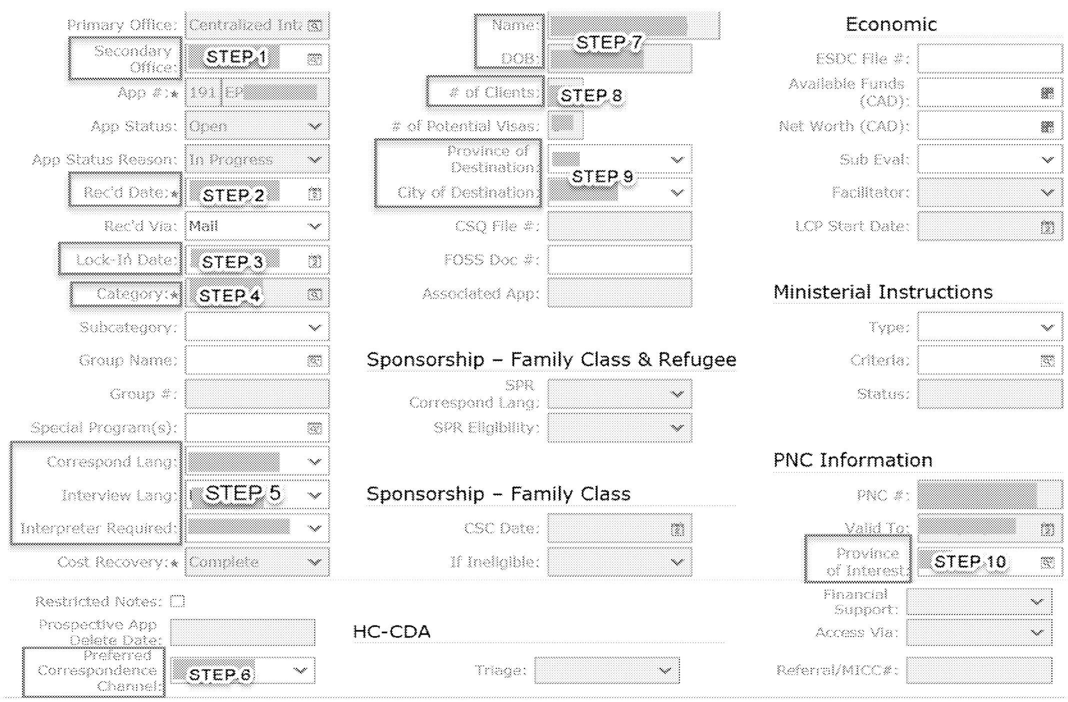
1. Secondary office (as per R11)
2. Received date (CIO Stamp Date)
3. **Enter the Lock-In Date** : the date the application was received by the Province (located on Nomination Certificate)
4. Category: PV2 for Provincial Nominee. If the category is unclear bring to your Team Leader.
5. Ensure Correspondence Language, Interview Language, and Interpreter required are filled in.
6. Correspondence Channel: If there is an email listed on the application make sure that Correspondence Channel states "Email" or "Online"

- If Online is selected- DO NOT CHANGE!
- If no email address is listed on the application, then this should read "Other"

7. The applicant's name and date of birth
8. # of clients should match General Application Form (IMM0008), Application Details, Box 3
9. Verify Province & City of Destination on Generic Application (IMM0008), Page 1, Box 5(a)
10. **Type in Province of interest or Click ellipsis, Select Province of Interest. Then click**



button) (Only if there is a Scanning Error)



VERIFICATION OF NOMINATION LETTER

Each application must have their Nomination Letter verified on the applicable spreadsheet. **Please Note**: Nominations indicating "Express Entry Nomination only" **are not acceptable**.

If you have a nomination letter that states this, the file will need to be returned.

The spreadsheets can be found at the following link in GCDocs.

Ensure you add this link to your favourites

(Please see Team Leader or mentor if you are unsure how to do this)

http://gcdocs2.ci.gc.ca/otcs/cs.exe/Open/61857541

HOW TO SEARCH PNC WORKBOOKS FOR A NOMINATION LETTER

Using the link above (or from your favourites) do the following steps:

1. Open the Excel Spreadsheet
2. In the top right Search bar, type in the **Nomination Certificate # or client's name** and hit Enter. **If the client has a common name, it's best to search by the Nomination Number**
3. You should get one or more spreadsheets from your search. **It is very important to check all spreadsheets as the status of the nomination could have changed.**
4. Click on the Excel Document and select Open on the next screen
5. Press Ctrl+F and enter the nomination number or client name in the "Find What" box

6. Click "Options" then change "Sheet" to "Workbook"

7. Click "Find All"

You will now have a possible hit list that is your client. The following fields will need to be verified between the spreadsheet and the Nomination Letter.

1. NOC (except for Business Stream)
2. Occupation (except for Business Stream)
3. GCMS Stream
4. Language Requirement (NOC must be skill level C or D)
5. Issue Date
6. Date of Application – This is to the Province
7. Expiry Date
8. Comments field- Any comments on spreadsheet will need to be entered in GCMS and at the end Add in "As per Provincial Spreadsheet"

If the Province does not put the information on Nomination letter, we are to go by what the spreadsheet says. If there are discrepancies between the spreadsheet and the Nomination Letter, a verification request may need to be sent to the Province via the Mailroom RA.

If there are no discrepancies or verification request required, skip Entering Eligibility section.

The following situations are the only discrepancies that should be need to be verified.

If you have discrepancies besides the ones listed, we will go by what is on the Nomination Certificate.

- **Expiry Date of the Nomination Certificate ONLY if the expiry date is before our Received Date**
- **Date of Application to the Province ONLY if creates a dependent issue.**

ENTERING ELIGIBILITY INFORMATION

- Click the **Eligibility** Tab
- Click **PNC Details Tab**

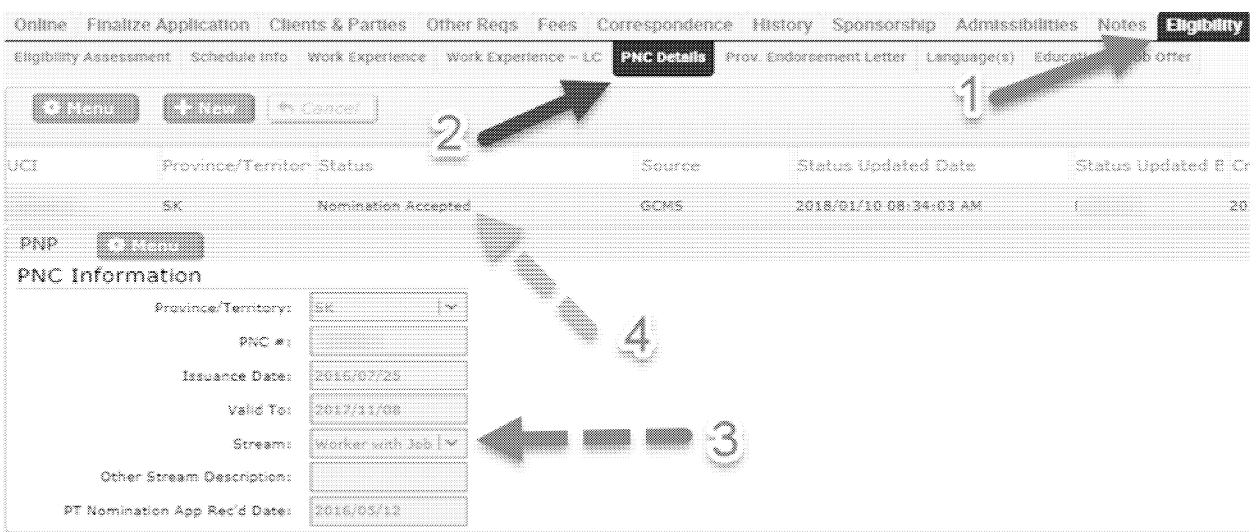
Ensure the following information is in the PNC Information section, as seen in image.

If PNC Information is not filled out; fill it in with the information on the Nomination Certificate.

- **Province/Territory**
- **PNC#** - Do not enter dashes or slashes
- **Issuance Date**
- **Valid to:**
- **Stream – (ENTER THIS) – Located on**

PNC Workbooks Spreadsheet: http://gcdocs2.ci.gc.ca/otcs/cs.exe/Open/61857541

- **PT Nomination App Rec'd Date** (information on Nom Certificate)
- **Scroll up & under "Status", click the drop-down box & select "Nomination Accepted"**

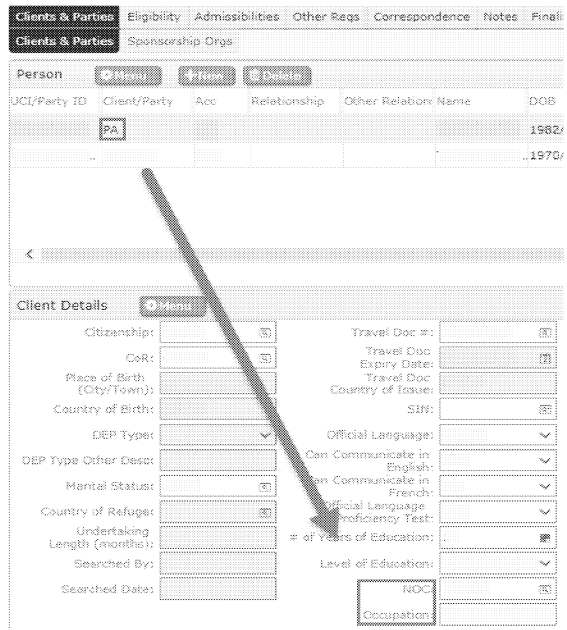


<u>Go to the Client & Parties tab</u>

- Verify any accompanying Dependant type shows **Single & <22**
- Any clients >22 as of the "lock in date" would have to be **<u>removed from the file</u>** unless **they are a type B applicant or they were 22 before the Lock in date on the Nomination Certificate**. Check under **"Special Needs"** for more information. Same goes for Canadian children. If Documentation for a Canadian child has been provided; place behind the Document Checklist. **Don't forget to do up a Note to file if you have Evidence of a Canadian/PR on file.** Please see your Resource Agent (RA) or Team leader to initial and remove the client(s) from the file and proceed as normal.
- Each client will have a **T#** under **"UCI/Party ID" or a UCI if it's a scan error** which is a **hyperlink**
- Highlight the PA's line, scroll down and enter the **NOC Code** from the NOM Letter
- Enter NOC codes for everyone else on file. Highlight their line and scroll down.
  <u>*** File will not **promote** unless the client(s) have NOC codes entered.</u>

<u>ENTERING A NOC CODE:</u>

Highlight the PA, scroll down and
Enter the Job Offer NOC Code from
The Spreadsheet/IMM5911. "Enter NOC"
Codes for any dependents on file. To establish
The NOC for the spouse and dependents, reference
The "intended occupation" indicated on the IMM00008
(Education/Occupation Detail – Section 4):
9914– NEW WORKER
(If the Spouse has some type of occupation)
9911– STUDENT
(If the Spouse/dependent are students)
9980– NON WORKER / CHILD
< 5 (if the Spouse is a Homemaker or unemployed)



<u>SEARCHING FOR THE REPRESENTATIVE</u>

<u>Be sure to search for the Representative to be sure they are in good standing.</u>
<u>Visit: https://iccrc-crcic.ca/find-a-professional/ (</u>When you have a membership R#**)** then Click find an immigration professional

- **Scroll down and enter RCIC # to see if they are Active.**

- LAW SOCIETIES FOR PROVINCE: (**no R #**)

https://www.canada.ca/en/immigration-refugees-citizenship/services/immigration-citizenship-representative/choose/authorized.html#law-societies

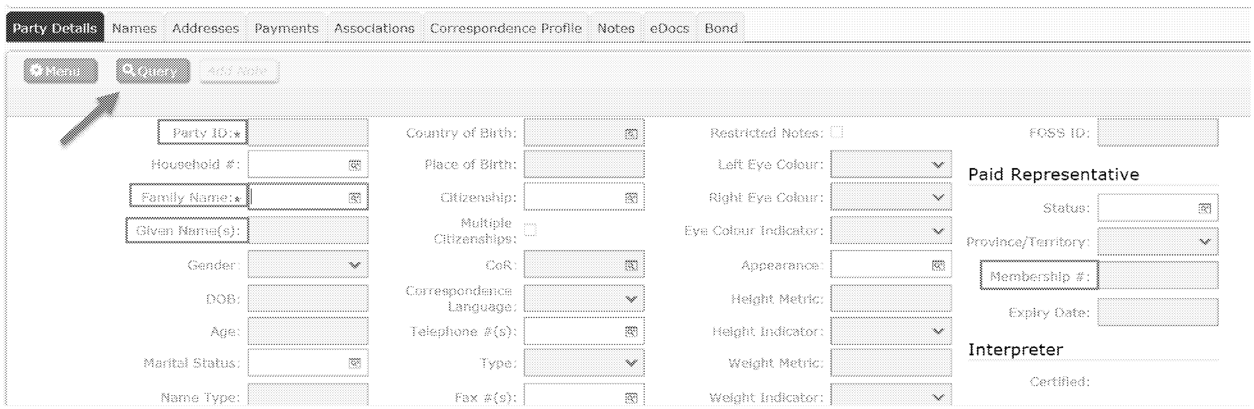
If confirmed continue with Process

ADDING A REPRESENTATIVE TO AN APPLICATION

- Click on the **"Parties Tab" (**at the top of the page)
- Click **Query**
- Scroll down to the **"Parties Details"** tab and click if not already on it
- Enter the following information in the fields

- ---Party ID: type in an asterisk (*)
- ---Membership #: If the Rep is paid, their R number goes here. Example: R12345
- ---Family Name and Given Name: this will usually be for Unpaid Representatives.

- **Click GO**



- If the Rep **<u>is already created</u>** in GCMS, you will get a match or matches.
- If the Rep **<u>has not been</u>** created in GCMS, the screen will be blank and you will need to **<u>create the Rep</u>**.
- If a Record is generated -- Scroll up to the "**Parties List** "at the top of the page.
- Highlight each line one at a time to review the **"Special Need(s)"** field

You will look to see if the P#s have been householded and what the Primary number is as that is the one we need to use.

If there is no indication on what number is **Primary**, you may use the P# that has an address that matches your application.

- The address should contain "C/O" with the Rep's name and Law Firm or Business

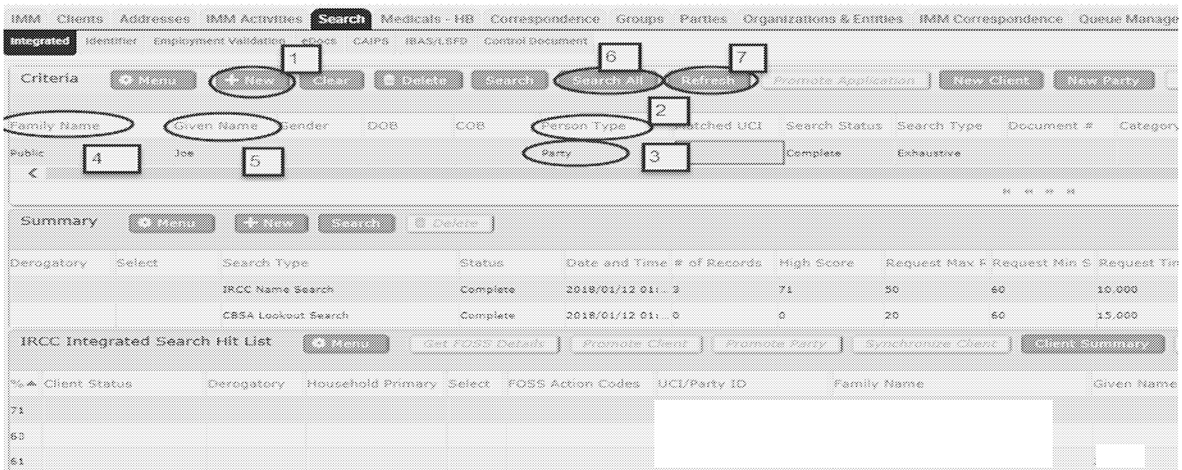
Once you decide with **P#** you want to use, copy (Ctrl+C) and paste (Ctrl+V) it for easy access. You can use a Blank Word doc or a Sticky note.

- Confirm the following fields on the P# you will be using**:**
  Email address & the Membership # (if applicable)

IMPORTANT: DO NOT RUSH THIS PROCESS:
Check the email address prior to promotion

LOOKING UP A REP IN GCMS (IF NOT FOUND UNDER PARTIES-(INTEGRATED SEARCH)

Click Go To Search button at the top of the screen. Once on the search screen, click + New button[1]. If the family members are pulled into the search screen, ignore them for the time being. Under the Person Type column [2], click the drop down menu and select "Party"[3]. Under the Family Name column [4], type in the Rep's family name from the Rep form, and under Given Name type in the Rep's given name (if they have one) [5]. Note: Sometimes, people only have one name, therefore, you must type the name given from the Rep form under the Family Name colum Click the Search All button [6]. Hit the Refresh button [7] after 10 seconds.



***Please note:** Sometimes, you may encounter multiple P# hits in GCMS for the same rep. You must check for households and select the primary P# of those households**. To check for a primary household, please do the following:

1. Click the hyperlink for the P# that you want to check.
2. **If nothing is written in the "Special Need(s)" box (shown above)**
   - Click Associations Tab
   - Households Subtab.

Scroll below and look for the P# that has a Black Checkmark in a Check Box under the "Primary" column. **This will be the Primary P# t o use**. Your screen should look something like this (see below)

3. Once you have found and confirmed a match for your Rep, take the P# you have found and either copy it in windows clipboard, or type the P# into the XEP# or EP# when you go back into the application. Remember to write the P# (and address ID) of the Rep on the first page of the Use of Representative form

CREATING A NEW REP FROM SCRATCH (IF YOU ARE UNABLE TO LOCATE UNDER BOTH "PARTIES" AND "INTEGRATED SEARCH"

If you search for a representative and there is no matching Party ID, you must create one.

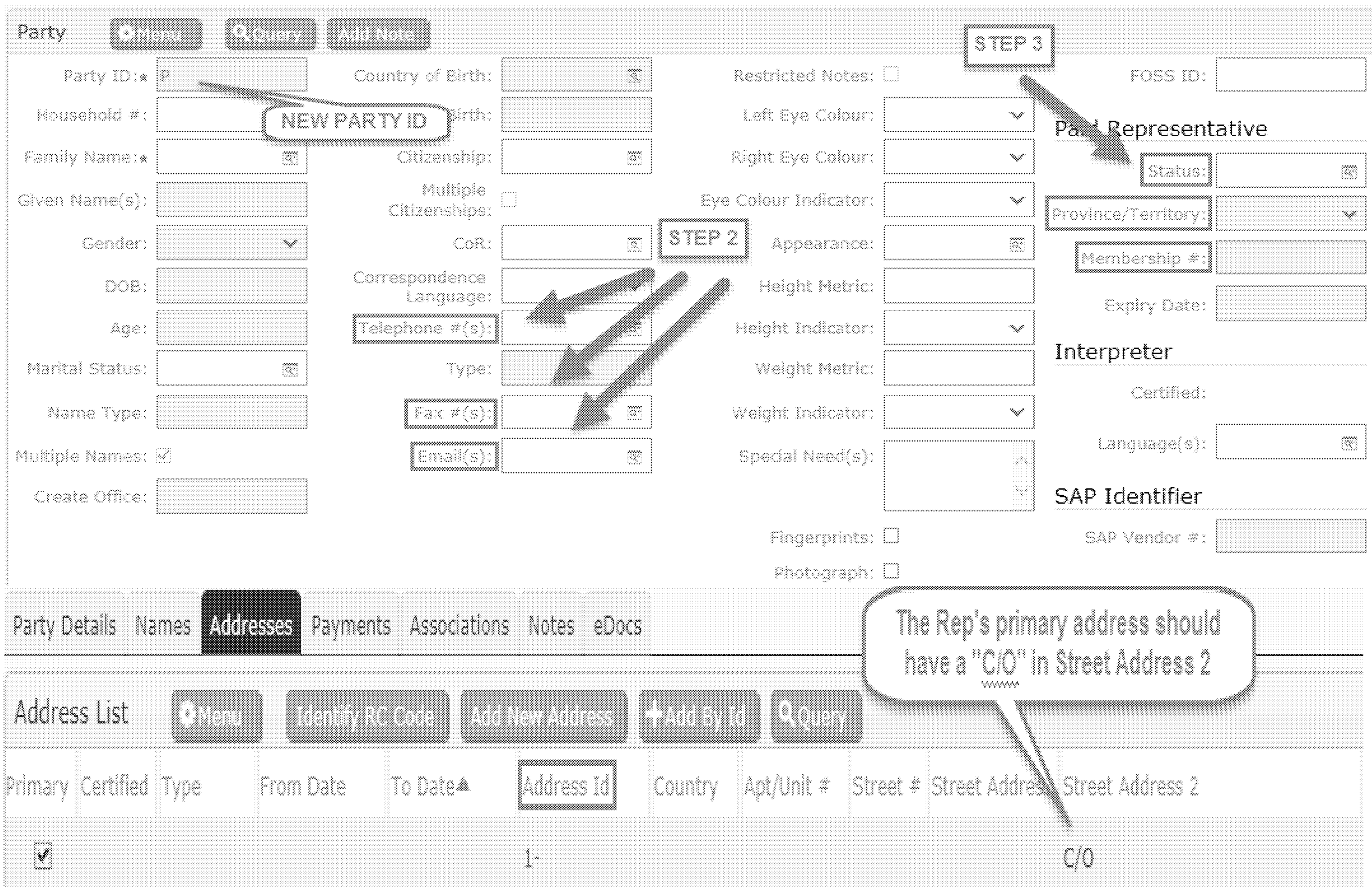
At the Integrated Search screen, press the **"New Party"** button. This will create a new Party ID.

Enter Rep's phone number, fax and e-mail address exactly as shown on the Use of Rep form.

If you are adding a paid rep, enter the rep's Status & Membership ID from the Use of Rep form.

Add the address from the Use of Rep form, being sure to use the correct format.

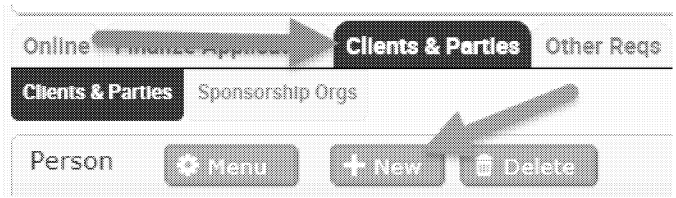
Write the new Party ID and Address ID on the Use of Rep form beside the rep's name.



Please Note: The above steps can be used to manually create a UCI in GCMS, especially if you encounter a situtation where there are more than 6 persons on an application, OR the file that is a Scan Error.

The following section is for adding the Rep you have found (or created) to your application. If there is no Rep on file, skip this step:

- Select **NEW button** under the **CLIENTS & PARTIES TAB**,
- Add the P# that you have written on the IMM5476 (Rep Form)
- Click GO and OK.
- Update Client/Party field as *Paid Rep* or *Unpaid Rep*, then save.



- Highlight the Rep line
- Scroll down and click on the ellipses in Street address and verify the mailing address on the Use of Rep Form against the Address ID that you have written on the Use of Rep Form. Note: The address you selected must follow the following format:
  C/O [REP NAME] [REP LAW FIRM or COMPANY] [remainder of address].
  If it does not, you *must create a new address* in this format.
  Important: Do not expire other addresses associated to the rep's Party ID!

Reminder:
If there is no mailing address on the Rep form, you must create a new mailing address.
--If you have a ***paid rep*, please create this address in the format listed above**.
--If your Rep is an *unpaid Rep/Family member*, the format will be C/O [REP'S NAME] [remainder of address]. Please write the address ID down (in pencil only) on the Use of Representative Form. Please look at the following sample Rep Address ID:

PAID REP FORMAT
John Doe
C/O Ronald MacDonald- MacDonald Law Firm
15 Dorchester St
Sydney, NS B1P 5Y9

UNPAID REP/FAMILY MEMBER FORMAT
John Doe
C/O B. King
15 Dorchester St
Sydney, NS B1P 5Y9

Copy this address ID to paste later into the PA's address section of the XEP.
Write this Address ID on the second page of the IMM0008 and write **REP** next to it.
This Address ID will become the primary mailing address for the PA.

<u>The spouse and any dependents on the file will be associated with the PA's residential address</u> as their primary residential address if **they live in the same country**.

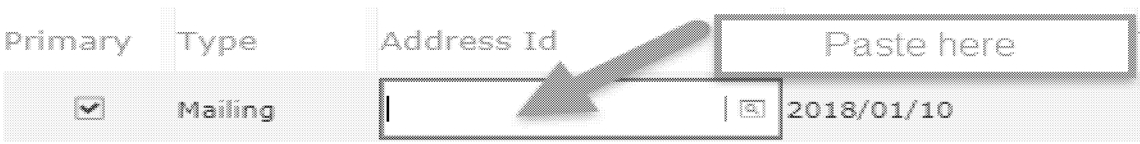
I<u>f the PA is living in a separate country than the spouse and any dependents, the primary mailing address of the PA (which could also be the Rep's mailing address) will be used for the spouse and any dependents. Set the Spouse/CLP and dependents address labels to *"Mailing"* in this case. Click on the ellipses for email and select Primary Email according to Rep Form and/or IMM0008 Page 2 Box 6 (ensure the "to date" is blank).</u>

<u>If there is a Rep on file do the following for addresses:</u>

Starting with the PA, click the T# (or UCI#). Once you have done that, then scroll down to the <u>ADRESSESS</u> tab 

. Click the + Add by ID Button 

then paste the Address ID that you copied into the Address ID field



.

Make sure it is selected as Primary and that the Type is **"Mailing".**
Remember<u>:</u> When <u>there is a Rep on file the PA's Primary mailing address will always be the Rep's Address ID</u>

- Starting with the PA, **highlight** the PA's line (do not click the T#/UCI hyperlink)
- Scroll down to the **Client Details** section
- Click on the **ellipsis** in the **Address** field to open the screen
- Verify that the **<u>mailing address</u>** in GCMS **<u>matches the address on Page 2 of IMM0008</u>**
- Write Address ID from GCMS on the right-hand side of Page 2 in pencil
- Verify the residential address (if provided)
- Write Address ID on right-hand side on Page 2 of IMM0008 in pencil
- You should copy and paste **Address ID** if file has a SP and or Dependents
- If there is a Rep on file you will add the Address to the PA's T#
- **Click Add by ID**
- Paste the Rep's Address ID in the **Address ID** field from your sticky note or word doc
- Press **Ctrl+S** to save

<u>If a new address needs to be created due to mailing guidelines, do the following:</u>

- Click **Add New Address**
- Enter all applicable Information in the correct fields
- Click **Add**
- Under **<u>Clients and Parties:</u>** Highlight PA's line
- Verify the email address for the PA. <u>(DO NOT RUSH)</u>
- If there is a Rep on file, you will use the Rep's email address regardless what is on the Generic Application.
- Enter the Address for Spouse and all Dependants on file. Copy and Paste address ID.
- ****If they reside in the same Country, they will get the PA's Residential Address**
- ****If they reside in a different Country, they will get the PA's Mailing Address as their mailing address. This could be the Rep's Mailing address**

<u>R10 NOTATION</u>

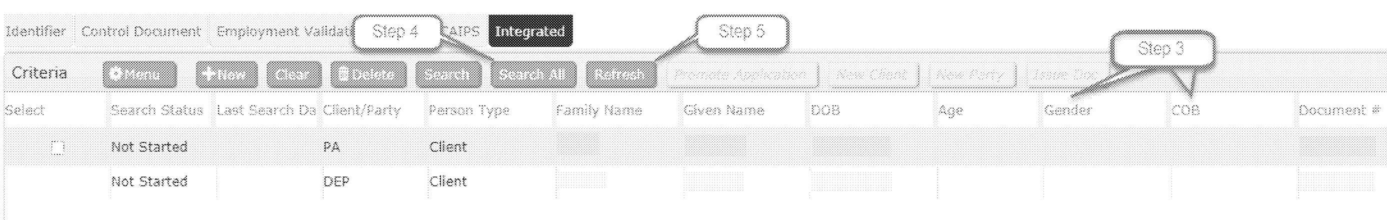
If an Authority to Release Information (IMM5475) for is on file, you enter a note in GCMS Showing that an IMM5475 was received and who the authority to release is given to.
Please enter the following note:

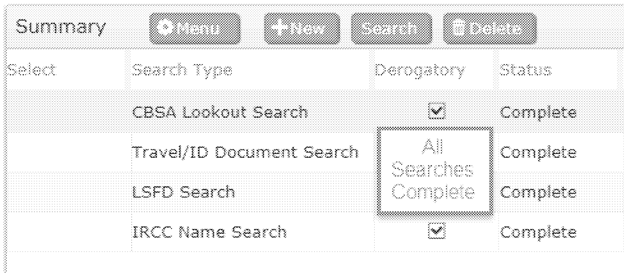
Rec'd IMM5475 received giving authority to release information to:
(Insert **name** and **address** of person they are giving authority to)

<u>SEARCHING AND PROMOTING AN APPLICATION</u>

You can now search for the UCIs of the PA and any dependents on file and promote the application. **<u>Keep in mind when searching to be absolutely sure you are selecting the correct UCIs for each applicant.</u>** If you have difficulty locating a UCI, your RA or Team Lead before creating a new UCI

1. Scroll to the top of GCMS and click the "Go To Search" button
2. On the Integrated Search screen, if there is a rep on file, highlight the rep's line, click "Delete" and then "OK"
3. For each person on file, remove gender and country of birth
4. Click "Search All" at the top of the screen
5. After a few seconds, click "Refresh"; all lines under Summary should state Complete (Note: you may have to click "Refresh" more than once)



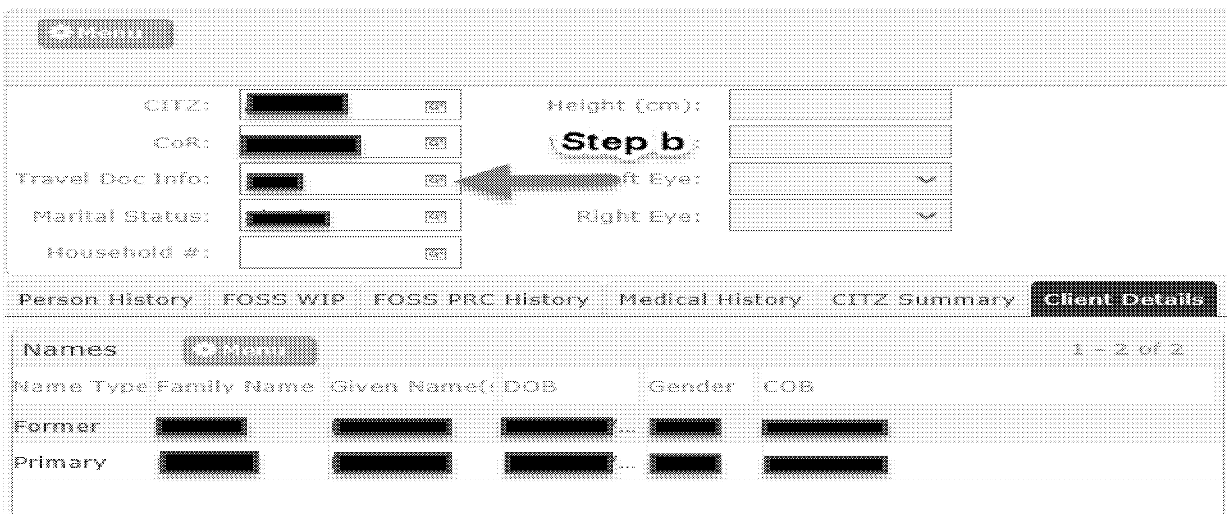


6. Highlight the PA in the Criteria section and scroll down to the Integrated Search Hit List to look for a match; GCMS will order the list starting with the closest match
7. Highlight the best matching UCI (either an 8-digit or 10-digit number) in the Integrated Search Hit List (matching name, gender, date of birth, and country of birth exactly or closely)
   - **Do not match CAN numbers or T#s to the client.**
8. Scroll down to the **GCMS Section**
   - Click on the **Client Details** tab

<u>This will usually jump you back to the top of GCMS, so just scroll back down</u>

9. Review all Travel Documents for a match to you client's Passport Number (Current and past if applicable)

- **<u>Click on the ellipsis square in the Travel Doc Info Box</u>**



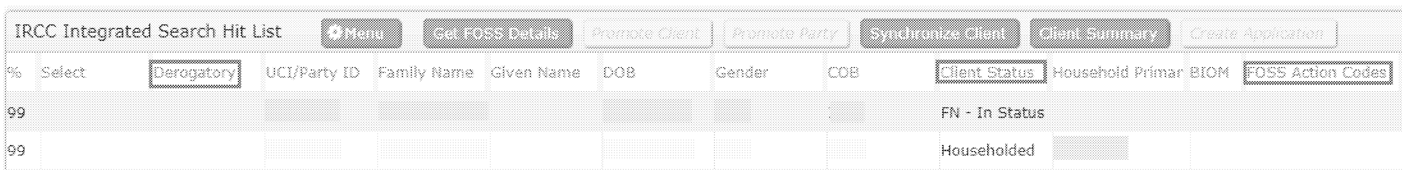
- **Follow above steps for all possible matches for your client.**

<u>If you suspect a UCI belongs to your client but you are unable to find any substantial information to confirm the UCI matches your client, refer the application to the RA for review.</u>

<u>In some cases multiple UCIs may belong to a client. If you verify more than one UCI, do not continue with data entry. You will refer file to the Mailroom RA for a possible House Hold.</u>

When you have made a positive link, scroll back up to the Integrated Search Hit List and check under Derogatory for **Danger**, **Refer**, or **Wanted**; if so, add a <u>Note to File</u> and check off **<u>"Search of client yielded possible concern, please review."</u>** and place it on top of your application. **<u>Please Note: This does not affect Criminality or Eligibility.</u>**

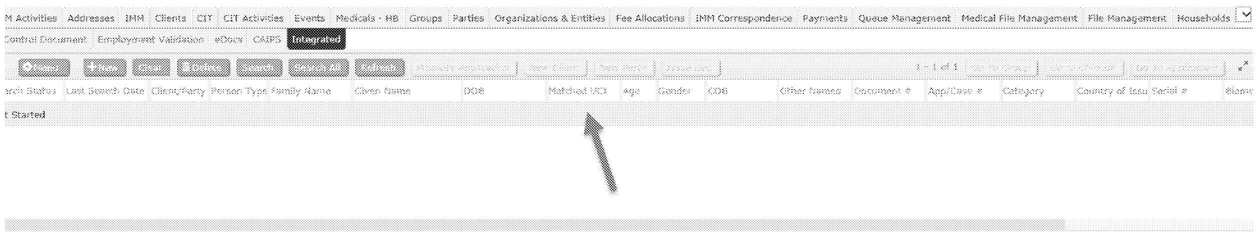
1. Check under FOSS Action Codes for **L**, **CITIZEN**, or **EII** and under Client Status for **Permanent Resident**
2. **Check under "Household Primary" to be sure there is no other UCI referenced; if there is a different number referenced you must find it in the hit list and verify it is the correct UCI**



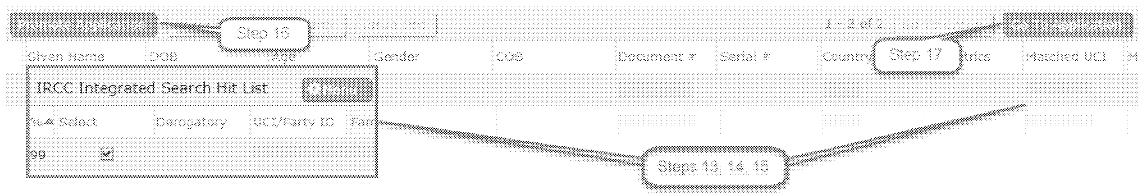
3. Verify the applicant has only one active paper application
4. Highlight the UCI and any matching T#s one at a time
5. Scroll down to look under GCMS for an app number beginning with EP an App/Case Status Open

- Check matching T#s for duplicate applications with an App/Case Status Prospective
- If there is another active application, request the possible duplicate forward both to the Mailroom RA
- If no duplicate have been found, continue on

3. Place a check mark under Select beside to correct UCI, if one has been located
4. Follow steps for each person on the application
5. When you have verified the UCIs of all people on your application, scroll up and step off the highlighted person under Criteria; you should see the UCIs you selected listed under Matched UCI



6. Click the **"Promote Application"** button; a pop-up box will tell you the Create Process is Complete; click "OK"
7. Click the "Go To Application" button and write the UCI(s) for each person on file on the Generic Application Form For Canada (IMM0008) in box 3 "UCI"



VERIFYING AND UPDATING CLIENT INFORMATION

Only select a UCI when you are absolutely sure is it the correct person. If you believe the UCI to be correct but cannot verify this, you may need to bring the application to your supervisor or RA.

If there is more than one UCI matching your client, check under Household Primary. If a household has been completed, the correct UCI to use will be listed there. If no primary UCI has been indicated, assign the application to Mailroom-RA, indicating a possible household is required as well as the UCIs in question. The RA will indicate which UCI you are to use.

If you are unable to locate a UCI for an applicant, you may need to check for name variations and whether the applicant has ever been to or applied to visit Canada in the past.

- Check the IMM0008, page 1, box 2 of Personal Details for name variations and box 3 for a UCI the applicant believes is correct.
- Check the Schedule A sections 6, 7, 8, and 12 as well as Supplementary Information - Your Travels (IMM5562) to verify if the applicant has ever lived in or applied to visit Canada in the past.
- Check the applicant's birth certificate and any name change documents for variations.
- Check the applicant's passport for name variations and passport pages and work, study, or visitor permits for Canada.

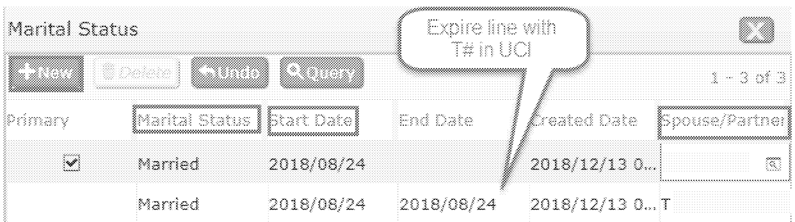
If you are sure the applicant does not have a UCI, you will need to perform a new search without removing the applicant's gender and country of birth. This will allow GCMS to create a new UCI when you promote the application.

The information in the GCMS application must now be verified and updated

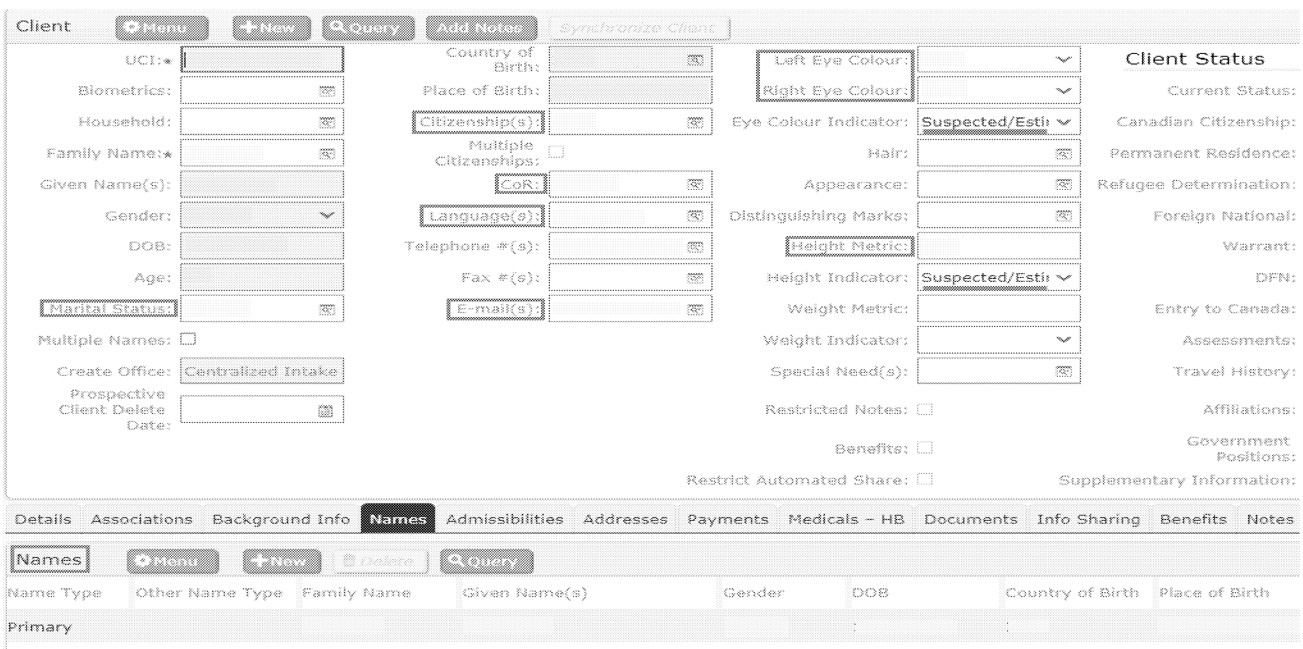
To match the paper application. Beginning with the PA, do the following for every person on the application:

- Click the UCI hyperlink to enter the Client screen
- Click the ellipsis on each of the following to verify and update, making the information from the Generic Application Form "**Primary**"
- Citizenship(s) (Personal Details box 9)
- CoR (Personal Details box 10)
- Language(s) (Language Detail box 1)
- Left Eye Colour, Right Eye Colour (Personal Details box 6)
- Height Metric (Personal Details box 5)
- E-mail(s) (Contact Information box 6; *PA only)
- Marital Status (Personal Details box 13, *PA and SP only;

- Click on the marital status ellipses. If spouse is not already picked in, looked under the tab ''spouse'' click on the ellipses in that block, enter the UCI of their spouse hit go/ok enter any other fields for which you have the information such as start date.



- Eye Colour and Height MUST be set to "Suspected/Estimated" using the dropdown menu
- Scroll down and make sure the Name is set as Primary.
- Make sure the Family Name, Given Name(s), Gender, DOB, Country of Birth, and Place of Birth on the Generic Application Form; add a new line if required.



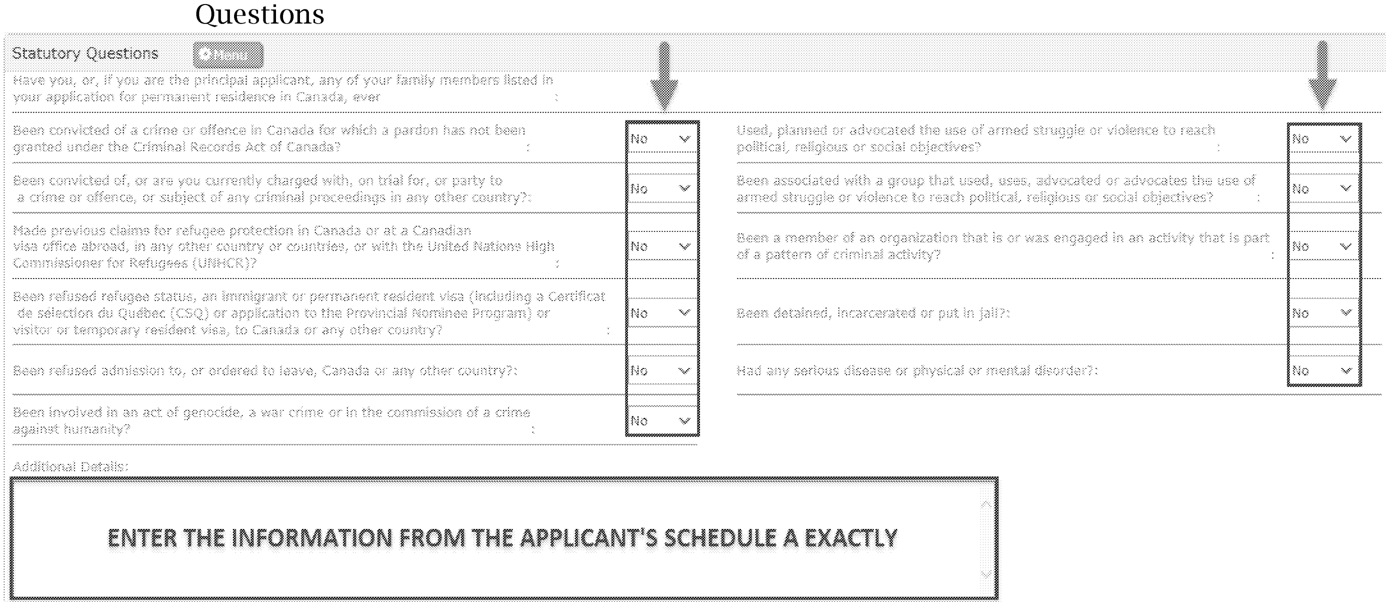
- Click the "Addresses" tab and select the correct address as primary with a check mark

- **<u>Address for PA must be mailing and for SP and Dep must be residential if they live in the same country as the PA. if they live in an different country the SP and Dep will get the PA's mailing address even if it's a Rep address</u>**

- Click the "Documents" tab and select the correct passport information as primary; add a new line if required

- If they answered "Yes" to any statutory questions on their Schedule A, enter them now.
- Click the "Background Info" tab
- Click the "Statutory Questions" subtab
- Click "+New"
- On the new line under "App #", click the ellipsis
- Choose the application you are working and click "OK"
- Under "Form" choose "PR 2012/12" and step off in the empty space **BELOW** the line you just created

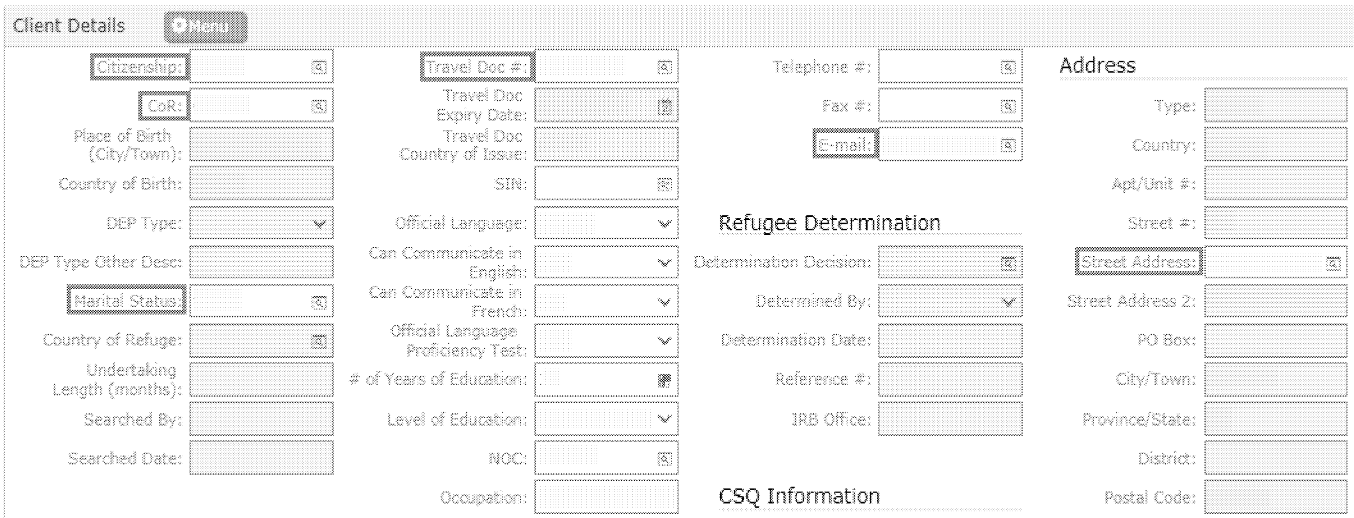
  a. Scroll down and answer "Yes" to any statutory questions the applicant answered yes to
  b. Enter any information the applicant provided exactly as they did under Statutory Questions



- Press CTRL+S to save the information
- Go back to the application and complete the above for all dependents on file
- Go back to the application and pick in the primary info you verified and updated

Beginning with the PA, pick in the following on the "Clients & Parties" tab using the ellipses:

- Name
- Citizenship
- CoR
- Marital Status
- Travel Doc #
- E-mail (PA only)
- Street Address



BIOMETRICS: NEW DATA ENTRY PROCEDURE

Page 80

is withheld pursuant to section

est retenue en vertu de l'article

16(1)(b)

of the Access to Information Act

de la Loi sur l'accès à l'information

Is a refund required?

Depending on the number of people requiring Biometrics on the application, a refund **may be required.**

- If fees were provided and all applicants have biometric results populated, **then a full refund ($85 or $170) of biometrics fees should be issued.** Create your refund note to file for the agent.
- Set the biometric fee lines as **"Entered in Error".**
- If fees were provided ($170) and 1 person did not have results populate upon promotion, a refund of $85 is required. That one person will be sent a BIL in due course. Create the refund note to file for the agent. **Leave one biometric fee line as outstanding, set the others as "Entered in Error".**
- If fees were provided and 2 or more people do not have results, BILs will be sent, and no refund is to be issued. **Allocate the fees.**

If fees are NOT PROVIDED, and NO results were pulled in for Biometrics-RCMP, we must send the client a fee request letter. You will not hold the file if Biometrics fees are the only outstanding item, send the request letter and charge the file appropriately.

The fee request templates can be found at the following path:

T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\Bio Fee Request ENG Oct 26

Biometric Fee Request	2020-10-16 9:31 AM	Microsoft Word 97 - ...	56 KB
Biometric Fee RequestFR	2020-10-16 9:31 AM	Microsoft Word 97 - ...	57 KB

"BIOMETRIC LETTER: HOW TO PREPARE, ATTACH AND SEND WHEN EMAIL"

Before you begin. Create a folder on your Desktop and name it Biometric Request Letters. You will need this later.

1. Click **Correspondence Tab** > Outgoing Subtab
2. Click +**New**. A new request line will populate
3. In the **Document field** type in "REQ" to bring up ***Request Letter/lettre de demande*** **- Click OK**
4. **Due Date:** enter **30 days** for correspondence sent via email or correspondence sent via mail to Canadian Address
5. Scroll down to the bottom left to the **Item(s) Requested** applet.
6. Click +**New**
7. In the **Item** field, type in **Payment Receipt**
8. Scroll up to Status and put to "Generate"
9. Scroll down to the ***Correspondence Attachments*** (bottom right of the screen)
10. Press "ALT" key and "ENTER" key simultaneously
11. Hyperlink on the ***Word LTR 02*** Link
12. Select the appropriate letter: **T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\Bio Fee Request ENG Oct 26**

<u>For French Files:</u> Go to: <u>T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\Bio Fee Request FR Oct 26</u>

13. Proof Read Request letter prior to sending: *remove the email disclaimer at the bottom of the letter if sending by mail*. Edit Address: Remove 'Canada" form address and change text to upper case.
14. In your Word Document click on "File"
15. Go to Options at the bottom of the column
16. Click on Quick access toolbar
17. Under" Choose commands from" Click on all commands
18. Click on "Send to mail recipient" and Click +ADD **<u>(once this is added it will appear at the top left of your screen near "lock feature") Once added you will not have to do this again.</u>**
19. Go back to your Letter and click "Send to mail recipient" button you've just added.
20. Click "From" and type "Centralized Intake Office" and double click it.
21. In the "To" field add the primary email from GCMS. DO NOT RUSH THIS STEP.
22. Click "Bcc" and type "Centralized Intake Office" Double click and select "OK"
23. In the Subject Line type "Biometric Fee Request". Once all fields are entered double check letter.
24. Click "Send a Copy" (in top left of screen above "from") and that will send the letter to the Client.

<u>Now that our letter is completed and Sent to the client we have to attach our Letter to GCMS.</u>

- Go to your "Sent Folder" in Outlook. Minimize your email window so you can see your "Biometric Request Letter" Folder as well as your sent emails.
- Drag the email you just created to "Biometric Request Letter" folder

<u>HOW TO ATTACH THE BIOMETRIC LETTER IN GCMS</u>

- Go to Correspondence "Outgoing"
- Ensure the request line is highlighted blue.
- Scroll down to "Correspondence Attachments" located on the bottom right
- Click Menu and <u>delete record</u>
- Click on +New:
- GCMS browse sub screen will come up and locate and select your "Biometric Request Letter" in the folder
- Press "ALT" key and "ENTER" key simultaneously
- Scroll up to your request line that's highlighted blue and change "Generate" to "Sent".
- Enter the due date of 30 days from today under "due date" in the highlighted Request line
- Enter GCMS Note: "Biometric fee request sent via email"

To avoid attaching incorrect letters to your application, **<u>it is imperative</u>** that once you have attached the client's letter to the application, you return to your documents folder and **delete the PDF file with the application # of the file you are working.**

<u>This must be done after every letter sent.</u>

"HOW TO ATTACH THE BIOMETRIC LETTER IN GCMS WHEN ONLINE"

1. Click on the Correspondence Tab
2. Click on the Outgoing subtab if it's not open already.
3. Click +New button.
3. Type '**REQ**' in "Document" section. Select the « Request letter/Lettre de demande »
5. The "Type" section should be "Word"
6. Enter Due Date of 30 days in the Due Date Field.
7. Scroll down to the bottom left to the Item(s) Requested applet.
8. Click +New
9. In the Item field, type in Payment Receipt
10. Scroll up to Status and put to "Generate"
11. Scroll down to the *Correspondence Attachments* (bottom right of the screen)
12. Press "ALT" key and "ENTER" key simultaneously
13. Hyperlink on the *Word LTR 02* Link
14. Select the appropriate letter:
T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\Bio Fee Request ENG Oct 26

For French Files: Go to: T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\Bio Fee Request FR Oct 26

15. Initial right above "Thank you for your interest in Canada

16. Save the letter in your Biometric Request Letters folder as EP#, and as a PDF file

17. Go back to GCMS and attach the letter by clicking the ellipsis in "Correspondence Attachments on the right of the "Name" field. Choose the PDF document you saved in your Biometrics Request letters Folder

18. Press CTRL+S and then ALT+Enter

19. Scroll up and Change the Status to "Sent" and press CTRL+S to Save changes!

FEES (DO AFTER PROMOTION)

Payments   Menu   +New   +Associate   Query   Allocate   Refund Info

Payment #	Type	Details	Status	IPRMS Receipt #	Payment Date	Amount Paid (CAD)	Currency	Current Balance
	IPRMS Receipt	IPRMS Receipt	Reserved	R	2018/09/10	$ .00	CAD	$ .00

- Verify the correct number of fee lines are in GCMS
- Verify the Fee receipt **Status** is **Reserved**

-If the Fee receipt has not been entered, it will need to be entered. To enter the Fees follow the steps below:

- Click **New**
- Under **Type** select **IPRMIS Receipt**
- Under **IPRMIS Receipt** # scan the bar code from receipt on file
- Write the **Payment** # in blue pen on payment receipt

Now scroll down and verify the following:

- Processing fees for PA and those accompanying PA to Canada
- RPRF for PA and SP (if applicable)
- Biometrics for PA and if applicable SP and anyone 14 and older

If more than 2 people require Biometrics, the individual line will have to be **entered in Error** and replaced with the **Family Biometric Fee** line

If the file does not meet R10, DO NOT ALLOCATE FEES

Change your paper file to **appropriate charge (see below)**

Once your PNP file is complete you would change the Paper File location to the applicable charge:

- **Transfer-Pending (this is used when a file is being transferred out of our office)**
- **Ready-For-EVAL-CT (Application is complete, file to be placed in queue for assessment)**
- **Mailroom Triage (Application meets triage criteria to DN)**
- **Mailroom-RA (Action is required by the Resource Agent, UCI verification, rep issue, refund and return, duplicate application, household, etc.)**
- **R10-Awaiting Docs (A document is missing for the application to be R10 complete)**

PROCESSING FEES, RPRF AND BIOMETRIC FEE AMOUNTS

The fees for most of our Economic Immigration Programs and the Right of Permanent Residence Fee (RPRF) increased as of April 30, 2020. Please see the below charts for the amounts:

Files received prior to April 30, 2020

Processing Fee	Amount per person
Principal applicant	$550
Spouse or common-law partner	$550
Dependent child under 22, unmarried and not in a common-law relationship	$150

Dependent child aged 22 or older who has been unable to be financially self-supporting since before the age of 22 due to a physical or mental condition	$150

Biometrics	Amount per person
Principal applicant	$85
Family Rate	$170

Files received April 30, 2020 or after

	Amount per person
Principal applicant	$825
Spouse or common-law partner	$825
Dependent child under 22, unmarried and not in a common-law relationship	$225
Dependent child aged 22 or older who has been unable to be financially self-supporting since before the age of 22 due to a physical or mental condition	$225

Biometrics	Amount per person
Principal applicant	$85
Family Rate	$170
Right of Permanent Residence Fee	Amount per person
Principal applicant	$ 490 or $500
Spouse or common-law partner	$490 or $500

If the RPRF was paid before April 30th 9AM EST the fee is $490. **IF the RPRF was paid after April 30th 9AM EST the fee is $500. We must look at time of payment which can be found on the receipt to determine the amount required.**	

PNP VERIFICATION

If you are unable to verify the required information, a verification request will need to be sent. The following template will be used and can be found here; http://gcdocs2/otcs/cs.exe/Overview/136551785

Template:
PA Name:
DOB :
Province of Nomination:
Nomination Cert Number:
Issue date of Nomination:
NOC:
Occupation:
Stream:
Expiry date of letter:
Language Requirement:
Date Application received by Province:

Reason for Request:

Using your "lock" feature, enter all information into the template. For the information you need verified, use N/A or Highlight it in Yellow. **You must always give a reason on why you need a verification. For example:**

1. Date listed on Nomination Letter differs from Spreadsheet
2. NOC listed on Nomination Letter differs from Spreadsheet
3. Unable to locate nomination on monthly spreadsheet

This list is not inclusive and are only examples of some situations you may come across.

Once you have completed the template, Copy and Paste it in an email to:

CIO Paper Resource Agent / Agent de Ressources Papier BRCD (AKA. Mailroom RA)

Once you have sent your template to the **Mailroom-RA** you will need to do the following steps:

1. Update the Paper File location to your GCMS Code. Ex: AC12345
2. Enter a note under the client's XEP in GCMS: **"awaiting PNP verification"**

If you do not get a response in 5 days, forward this email to the Mailroom-RA stating "2nd Request" You will hold the file on your desk until you get a response.

PROCEDURES WHEN PNP VERIFICATION IS RECEIVED

When the Province verifies your client, you will receive an email with all the necessary Information. This email will be the verification of the missing information. You will need to do The following:

- Mark Nomination Certificate as "verified" with your initials

(AOR) ACKNOWLEDGEMENT OF RECEIPT (EMAIL, ONLINE & OTHER)

You are required to send an "Acknowledgement of Receipt/Accusé de reception" (AOR) for every application you are forwarding for a decision. The AOR is generated automatically when an application is promoted. Verify the Correspondence Channel.
If the Correspondence channel is Email, you will need to send the "Link" your application letter.

- **Click the "Correspondence" tab and on the "Outgoing" subtab, do the following:**

Email Correspondence Channel	Online Correspondence Channel	Other Correspondence Channel
1. Verify under "Document" that you have the "Acknowledgement of Receipt/Accusé de reception" Letter 2. Verify the "Type" is "Auto E-mail". 3. Verify the Status is "Generate" 4. Verify the "Via" box is "E-mail" 5. Verify the "Via Details" box matches the primary e-mail address you chose earlier under Client & Parties. 6. Change the Status to "Sent" using the dropdown menu and press CTRL+S. *Note: If you canceled the AOR line earlier, Generate a new Acknowledgement of Receipt (AOR). 1. Press the "+New" button. 2. Type in "Ack" the rest will auto-populate and press tab 3. Choose the document "Acknowledgement of Receipt/Accusé de reception" 4. Verify The "Type" is "Auto-	1. Click on the Correspondence Tab 2. Click on the Outgoing subtab if it's not open already. 3. Click +New button. 3. Type **ACK** in "Document" section. 4. "**Acknowledgement of** R**eceipt/Accuséde reception** will show up. 5. The **"Type"** section should be **"Word".** **6.** The Status section should read **"Generate." Press ALT+Enter.** 7. Scroll down to the correspondence attachments on the bottom right and click the blue word hyperlink (could be "word letter 2"or "word letter 6" etc.) 8. Go to the "T drive" and select either ENG PDF AOR LETTER FOR A PCC OF ONLINE or the French version\ FRE PDF AOR	1. Verify the document name is "Acknowledgement of Receipt/Accusé de reception" and the Type is "Word". 2. Verify the Status is "Generate", the "Via" box is "Mail" 3. Scroll down to Correspondence Attachments and click the hyperlink in the "Name" box 4. Press the "Download" button 5. On the "...open or save..." box at the bottom of the screen, choose "Save and open" from the dropdown menu 6. In the "Open" box, go to "T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques à votre bureau\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM" and "(ENG/FRE) - AOR Manual", per the Correspondence Language

E-mail". 5. Change the Status to "Generate" and press CTRL+S. 6. Press ALT+Enter and follow the above steps. **Sending the Link your Application** <u>Ensure you are still under Outgoing Corresponding section 1.</u> 1.Click New 2. Under **Document** type **Link** and the rest should auto-populate and press tab. 1. Ensure the **"Type"** field says **"Auto E-mail"** 2. Under the "Status" field update to **"Generate"** 3. Hit **ALT+Enter** to refresh the screen. 4. Scroll down to the **Correspondence Attachments** view to make sure the letter has generated 5. Scroll back up and update the **"Status"** field to **"Sent"**.	<u>LETTER FOR A PCC OF ONLINE</u>. 9. Be sure to "Save" the letter as the file EP# and also a PDF. It will say "word" however select "PDF" in drop down box. 10. Go back to GCMS and attach the letter under correspondence attachments as normal. 11. Click the ellipsis on the right side of the "Name" box and choose the PDF document and EP# you saved to desktop 12. Press CTRL+S and then ALT+Enter 13. Scroll up and Change the Status to "Sent" and press CTRL+S to Save changes!	7. Verify the PA's name, address, e-mail address, UCI, application # 8. Print a copy of the letter, place it in a windowed envelope 9. Seal the envelope and place it in the outgoing mail bucket 10. Save the document to your computer as a PDF and close Word and Adobe Acrobat Reader 11. Click the ellipsis in the name box and choose the PDF document 12. Press CTRL+S and then ALT+Enter 13. Change the Status to "Sent" and press CTRL+S. *Note: If you canceled the AOR line earlier, generate a new AOR. Press the "+New" button. Choose the document "Acknowledgement of Receipt/Accusé de reception" that is Type "Word", change the Status to "Generate" and press CTRL+S. Press ALT+Enter and follow the above steps.

Up-Front Medicals

Medicals are **not** required upfront, but some clients do submit proof up completing their medical. If you receive an **Upfront Medical** you will do the following so someone can attach the medical to the UCI and application:

1. Email **CIO-Sydney-Medical** CIO-Sydney-Medical@cic.gc.ca
2. Type **Up-Front Medical** in the **Subject** line
3. Provide the following information in the **body** of the email.

- **Application Number**
- **Client's Name**
- **UCI**

4. Print off and attach a **Note-to-File** and check off the **Upfront Medicals** box and place on top of the **Generic Application Form for Canada (IMM0008)**

When you have completed the note, add it to GCMS using the following steps:

1. Highlight the Note and Press CTRL+C to copy the note to your Clipboard
2. Go to GCMS and click the "Notes" tab
3. Click "+New" Click CTRL+V to paste the new note.
4. Press CTRL+V and then CTRL+S

Next, if the application requires a Note to File, fill out the "Note to File" PDF template; print it and place it on the peg inside the file jacket.

PAPER FILE LOCATION AND CHARGING THE JACKET

Once your PNP file is complete you would change the Paper File location to the applicable charge:

- **Transfer-Pending (this is used when a file is being transferred out of our office)**
- **Ready-For-EVAL-CT (Application is complete, file to be placed in queue for assessment)**
- **Mailroom Triage (Application meets triage criteria to DN)**
- **Mailroom-RA (Action is required by the Resource Agent, refund, UCI verification, rep issue, refund and return, duplicate application, household, etc.)**
- **R10-Awaiting Docs (A document is missing for the application to be R10 complete)**

To enter the correct Paper File location

1. Click the "Paper File" tab
2. In the "Location" box, type the correct Paper File location
3. Press CTRL+S

To Charge the file jacket, do the following:
1. Write **CN, DN, or IN** in the alternative name section with a **Sharpie**
2. Write **the PA's full last name** in the "Name" box on the right margin of the jacket with a **Sharpie**
3. Under "File Created" write "Data Entry", your initials, and the date in red pen
4. Next line, write the correct Paper File location in the "Referred To" box in red pen Then your initials, and the date in red pen.

Once you have completed the application, deposit it in the correct designated bucket.

****Add file to your stat sheet.**

OVERPAYMENTS

Occasionally an overpayment may be provided by the applicant. If there are additional fees provided, complete the application and place a note to file indicating: refund required. Print it and place on top of the file

R10 Awaiting Docs

***Check incoming correspondence for any documents you may be missing before proceeding to the next step. A file meets R10-Awaiting Docs if it is missing any of the items in the left column. If a file is missing an item in the right column, it must be returned via mail by the clerk.**

Please note:

Having an **email address on file is required** in order to initiate R10-Awaiting Docs procedures. If there is no email on file, and the R10 Awaiting Docs item is missing, the file becomes a return. Also, please ensure minimal data entry is performed before continuing.

If the file you are working is **not complete** and is not R10-Awaiting Docs, please refer to prepare the file for return via mail and the cancelling of the application and file jacket.

If the file you are working is **not complete** but meets R10-Awaiting Docs, please refer to R10 Awaiting Docs.

If the file you are working is **complete;** do the following and continue into GCMS.

1. Determine R11-
2. Highlight box 10 on the Generic Application (**current country of residence**)
3. Highlight the country for the "**most recent address**" on Schedule A question 12 (Addresses).
4. If the PA is requesting correspondence in French or has French documents without an English translation, a pink tag will be attached to the bottom of the file jacket.
5. (Schedule 4A), requires a large (B) written in the upper right hand corner of the front cover of the file jacket.
6. If the file includes upfront medicals, write upfront meds, your initials and the date on the file jacket.

REQUESTING R10 AWAITING DOCS WHEN THE PREFERED CORRESPONDENCE CHANNEL IS EMAIL

Please Note: When Requesting documents, change the **due date** on the PR screen and charge the paper file to the appropriate code. (I.e. enter your code if waiting for documents or for agent review or Ready for Eval if moving the file forward).

- Ensure "Minimal Data Entry" has been done.
- Ensure the Application has been **Promoted**
- **Under Correspondence Tab** ; Under "Status" change the **(AOR) to "Cancelled"**
- **Click "+New"**
- **Under Document; Type "Link" and click tab and select AOR Auto Email (first one)**

Please Note: Do not allocate the fees for files going to R10-Awaiting Docs

- Under the Correspondence Tab under **'Document'** Type in "**REQ**"
  The **Request Letter/Lettre de demande will pop-up.**
- Modify the correspondence record **"due date"** to 14 days from today.
- Ensure the "**Via**" field is **BLANK** as well

IMPORTANT STEP. "Mail" auto populates and you have to delete it **so the field remains blank** and Save the information by clicking (**Ctrl+S**)

Please Note: Do not generate the correspondence until you have added all the items to be requested.

- Scroll down to the bottom left to the **Item(s) Requested** applet.
- Click +**New**
- In the **Item** field, type in what you are requesting. Example: **Payment Receipt**
- Add appropriate comment from Return (or R10-AD) Inserts

- Repeat step 4 for all required documents.

Note: The due date you set for the requested item(s) is displayed to the client in their online account. Once this item due date has passed, the link to upload and submit the item(s) will disappear and the client will no longer be able to submit the requested item(s).

- Proceed back to the correspondence record for the request letter and change the Status to "**Generate**" and press **Ctrl+S** to save.
- Scroll down to **Correspondence Attachments** applet and press **ALT+Enter** to refresh the screen and generate a **Word LTR** which is a hyperlink
- In the **Name** field, click the **Word LTR** hyperlink
- Select **Save** and **Open**
- Select the **Modified AOR** for PNP from the following folder

-T-Drive
-Template-Modèle
-Office Specific Template - Modèles spécifiques à votre bureau
-Centralized Processing
-CPC Sydney CIO-CTD Sydney BRCD
-MAILROOM
-PNP - ENG - Modf AOR - Dec 2016 OR for a French File: PNP - FRE - Modf AOR - Dec 2016
Once the letter populates, ensure to remove the specific due date and replace it with the following:

- **English: These documents must be received 7 days after receipt of this letter.**
- **French: Ces documents doivent être reçus 7 jours après réception de cette lettre.**
- Enter your **initials** at the bottom of the letter.

You will need to create a folder on your desk top where you will save your request letter until it is attached in GCMS then it will need to be deleted!

- Save letter as a PDF using the **EP#** as the file name (save in folder you have created)
- Add letter to GCMS- Click the **ellipsis** in the name field of the **Correspondence Attachments** and follow the instructions in the pop up window to attach your letter
- Press **ALT+Enter.** The letter you just attached will replace the Data Packet.
- It's a good practice to hyperlink on the letter you just attached to ensure it is your client
- Ensure the **Via** field on the correspondence record is still blank,
- Change the Correspondence Record **Status** to **Pending Registration**
- Press **Ctrl+S** to save
- Enter the due date under the **Application Assignment** Section above
- Enter a **Note** in GCMS using the **Template** below:

REQUEST SENT TO CLIENT TO LINK APPLICATION TO AN ONLINE ACCOUNT REQUEST FOR A (N) WILL BE FORWARDED IF ACCOUNT IS REGISTERED WITHIN 7 DAYS. IF ACCOUNT IS NOT REGISTERED WITHIN 7 DAYS THE APPLICATION WILL BE CANCELLED AS APPLICATION DOES NOT MEET R10 AND THE ENTIRE APPLICATION PACKAGE WILL BE RETURNED TO THE PA.

- Change the **Paper File Location** to **R10-Awaiting-Docs**
- Charge the front of the jacket cover to **R10 AD**, write **items requested**, your **initials** and the **Date** in the applicable fields
- Put file on R-10 Awaiting Docs shelf

Important Step: Remember to Delete the PDF letter you just attached in GCMS from your "Request Letters" folder

REQUESTING R10 AWAITING DOCS WHEN THE PREFERED CORRESPONDENCE CHANNEL IS ONLINE

- Ensure "Minimal Data Entry" has been done.
- Ensure the Application has been **Promoted**
- **Under Correspondence Tab** ; Under "Status" change the **(AOR) to "Cancelled"**
- **Click "+New"**
- **Under Document; Type "Link" and click tab and select AOR Auto Email (first one)**

Please Note: Do not allocate the fees for files going to R10-Awaiting Docs

- Select **Request Letter/Lettre de demande**
- Modify the correspondence record due date to 14 days.
- Save the Information (**Ctrl+S**)

Please Note: Do not generate the correspondence until you have added all the items to be requested.

- Scroll down to the **Item(s) Requested** applet below
- Click **New**
- In the **Item** field, type in what you are requesting Example: **Payment Receipt**
- Add appropriate comment from Return (or R10-AD) Inserts
- Repeat step 4 for all required documents.

Note: The due date you set for the requested item(s) is displayed to the client in their online account. Once this item due date has passed, the link to upload and submit the item(s) will disappear and the client will no longer be able to submit the requested item(s).

- Proceed back to the correspondence record for the request letter and change the Status to "**Generate**" and press **Ctrl+S** to save.
- Scroll down to **Correspondence Attachments** applet and press **ALT+Enter** to refresh the screen and generate a **Word LTR** which is a hyperlink
- In the **Name** field, click the **Word LTR** hyperlink
- Select **Save** and **Open**
- Select the **Modified AOR** for PNP from the following folder
- **T-Drive**
- **Templates-Modèle**
- **Office Specific Templates - Modèles spécifiques à votre bureau**
- **Centralized Processing**
- **CPC Sydney CIO-CTD Sydney BRCD MAILROOM**
ENG PDF AOR LETTER FOR A PCC OF ONLINE or if it's a French file ENG PDF AOR LETTER FOR A PCC OF ONLINE
- Once the letter populates, ensure to remove the specific due date and replace it with the following:
    a. **English: These documents must be received 7 days after receipt of this letter.**
    b. **French: Ces documents doivent être reçus 7 jours après réception de cette lettre.**
    c. Enter your **initials** at the bottom of the letter.

You will need to create a folder on your desk top where you will save your request letter until it is attached in GCMS then it will need to be deleted!

- Save letter as a PDF using the **EP#** as the file name (save in folder you have created)
- Add letter to GCMS
- Click the **ellipsis** in the name field of the **Correspondence Attachments** and follow the instructions in the pop up window to attach your letter
- Press **ALT+Enter.** The letter you just attached will replace the Data Packet.

It's a good practice to hyperlink on the letter you just attached to ensure it is your client

1. Change the **Correspondence** record **Status** to **Sent**.
2. Enter a **Due Date** in the **Application Assignment** section.
3. Enter a **Note** in GCMS using the template below:

REQUEST FOR A (N)   SENT VIA ONLINE. **IF DOCUMENT IS NOT RECEIVED WITHIN 7 DAYS THE APPLICATION WILL BE CANCELLED AS APPLICATION DOES NOT MEET R10 AND THE ENTIRE APPLICATION PACKAGE WILL BE RETURNED TO THE PA.**

4. Change the **Paper File Location** to **R10-Awaiting-Docs** (use your **GCMS Code** for the time being)
5. Charge the front of the jacket cover to **R10 AD**, write **items requested**, **initials** and **Date** in the applicable fields

R10-AWAITING DOCS (WHEN PROVIDED IN INCOMMING CORRESPONDENCE)

A report will be run daily to check for Incoming correspondence for files charged to R10-Awaiting-Docs from the client. Once the documents are received, you can finish working the file and print off any documents and add them to your file jacket in appropriate order.

- Go to the application in GCMS
- Query EP#
- Click on the **Correspondence** tab
- Click on **Incoming Correspondence** sub-tab
- The **Status** should now say **Provided** for the item(s) that were requested
- Scroll down to the **Attachments** view
- The **Name** field will be a hyperlink
- Click the **hyperlink** to open
- **Print** off the received document

Attach the received documents in the correct order

- Change the **Status** to **Received**
- Delete the **Due Date** from the **Application Assignment** section

Click the **Eligibility** Tab

- Click **PNC Details Tab**

Ensure the following information is in the PNC Information section, as seen in image.

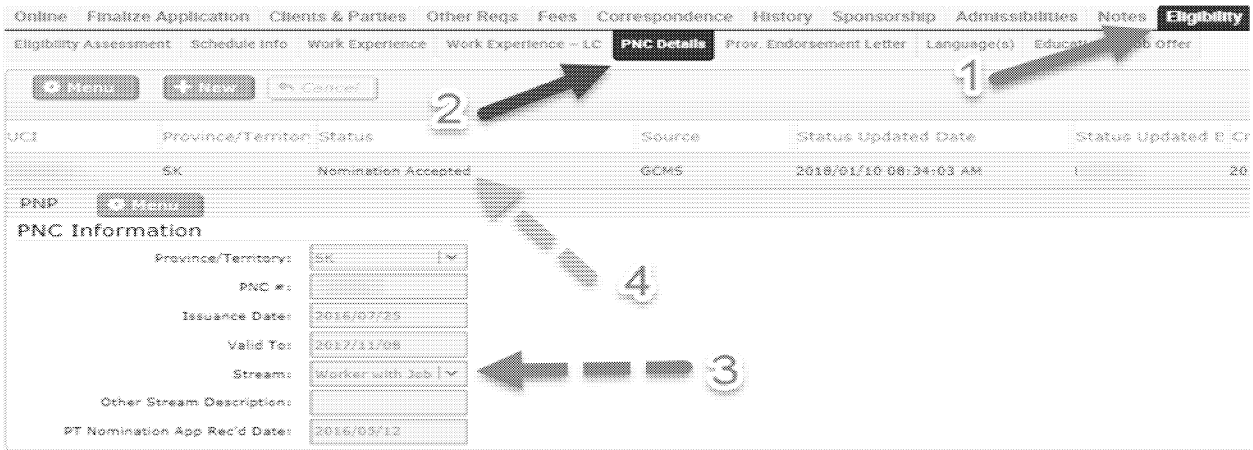
If PNC Information is not filled out; fill it in with the information on the Nomination Certificate.

- **Province/Territory**
- **PNC#** - Do not enter dashes or slashes
- **Issuance Date**
- **Valid to:**
- **Stream – (ENTER THIS) – Located on**

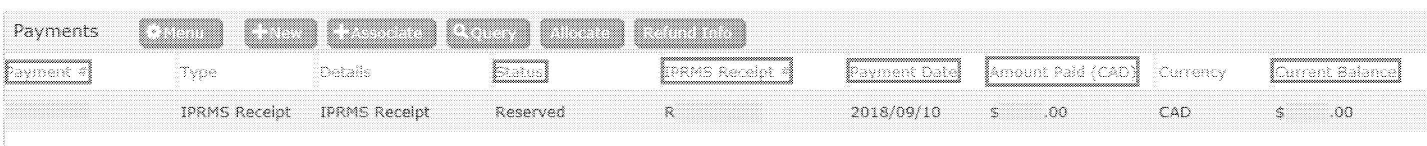
PNC Workbooks Spreadsheet: http://gcdocs2.ci.gc.ca/otcs/cs.exe/Open/61857541

- **PT Nomination App Rec'd Date** (information on Nom Certificate)

<u>Scroll up & under "Status", click the drop-down box & select "Nomination Accepted"</u>



- **<u>Allocate Fees</u>**



<u>You will now have to send an Acknowledgment of Receipt (AOR) letter to the client after all requested documents have been received online.</u>

1. Click on **Outgoing Correspondence** sub-tab
2. Click +**New**
3. **In Document field type <u>"AWK"</u>** to bring up **Acknowledgement of Receipt**
4. **The "Type"** will be **<u>Word</u>**
5. Change **Status** to **"Generate"**
6. Press **ALT+Enter**
7. Scroll down to the **Correspondence Attachments**
8. Click on the **Word Letter** hyperlink
9. **<u>Select SAVE AND OPEN</u>**
10. Select the ***<u>ENG PDF AOR LETTER FOR A PCC OF ONLINE</u>*** or ***<u>FRE PDF AOR LETTER FOR A PCC OF ONLINE</u>***

- **T-Drive**

- **Templates-Modèle**
- **Office Specific Templates - Modèles spécifiques à votre bureau**
- **Centralized Processing**
- **CPC Sydney CIO-CTD Sydney BRCD**
- **MAILROOM**
- Save letter as a **PDF** in your **Request Letter** folder
- Return to GCMS and attach letter as normal:
- Click the ellipsis in the name box and choose the PDF document
- Press CTRL+S and then ALT+Enter
- Change the Status to "Sent" and press CTRL+S.

Very Important- Please note: Make sure you delete the PDF from your folder to minimize the risk of Privacy Breaches

Enter your R10 Complete Note in GCMS by using the PNP Tool or the Template below

Application type: PNP

Date received:
Authorized paid/unpaid rep/no rep:
File forwarded to:

Please note: If the language test is required or there are comments on the PNP Spreadsheet, you enter the applicable note at the bottom of the R10 Complete Note.

Please note: If the requested documents are not received, the file will have to be returned as Incomplete.

RETURNING AN APPLICATION

Applications that are incomplete or received after the maximum allotment for complete applications for a specific province has been reached will be returned to the applicant along with processing fees.

Before you return the application, you must check the following:

- **Check UCI Notes** -Looking for a note that white mail was received
- **Check EP Notes** -Looking for a note that white mail was received
- **Go to the Correspondence Tab**
- **Check Incoming Correspondence.** If the requested items are **provided** and complete, follow the above directions for R10

  No Records Spreadsheet
- **G-Drive**
- **FSWS Groups**

- **Mailroom**
- **Spreadsheets**
- **No Record Spreadsheet**
- Search Spreadsheet by **Family Name**
- Ensure you change the **Within** drop down box to **Workbook**
- Ensure you **Search All**
- Look at all possible results to see if they are your client
- If you do find a match for your client in any of the above 4 steps you will need to do the following
- Email CIO-Sydney-Registry@cic.gc.ca
- Subject line **White Mail**
- Body of email should indicate **Client's Name**, **UCI** and **Your Team Leader**

<u>When the White Mail is received from Registry</u>

- Attach to file in proper order
- Enter a **Note** in GCMS: "**<u>Correspondence attached to file"</u>**

<u>If no white mail is received, continue with Return procedures</u>

<u>Do "minimal data entry" and "Promote" the application – Check for White Mail</u>
<u>Note all reasons the file is being returned. Everything the client is missing / reasons it's incomplete.</u>

Prepare Physical Return

1. Erase XE# on IMM0008
2. Cross out all date Stamps with a single "X" with <u>RED PEN</u>
3. White out receipt number on Online Fee Payment form
4. Staple address labels if provided to IMM0008 or payment form
5. Remove all flags and erase "verified" from Language test
6. Remove (shred) any interoffice correspondence on file (i.e. Nomination Verification Email and/or Notes to file)
7. ***Note**: If there is a check list provided place it behind the return letter and highlight what was missing.

<u>In GCMS</u>

We have to Delete Spouse and Dependents in GCMS (**DO NOT REMOVE PA**)

- Click Clients and Parties
- Delete spouse and/or dependents by highlighting their line and licking the Blue "Delete" button above

- ### <u>Enter the following note in GCMS:</u>

  ADMINISTRATIVE REASONS, # FAMILY MEMBERS ARE NOT INCLUDED FOR PROMOTION AND CANCELLATION OF THIS APPLICATION

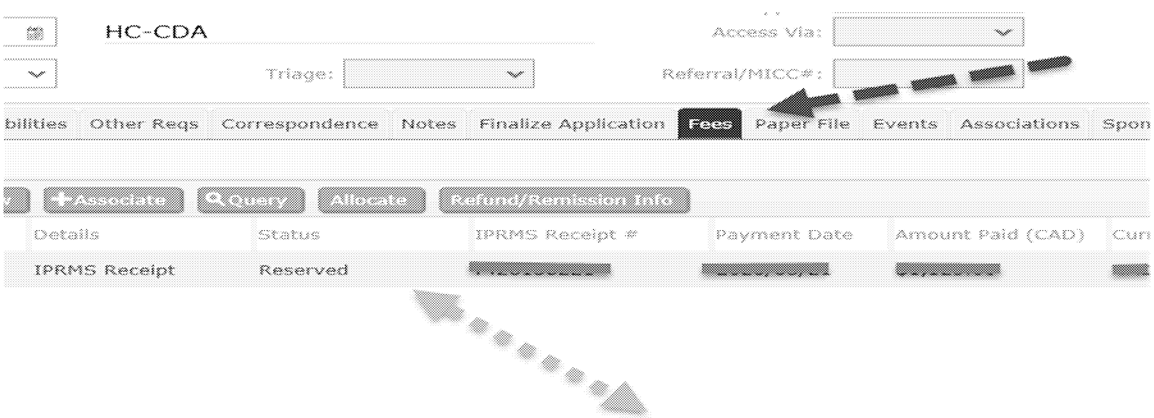
- Verify lock in date matches Endorsement letter (Date Application received by province)
- Click Go to Search (need to promote application prior to cancelation)
- Match and **<u>SELECT</u>** the UCI (if applicable) for the PA
- Promote the application

- Click Go to Application
- Click "Correspondence Tab – Outgoing"
- On the **Acknowledgement of Receipt** line – Change Status to "Cancelled"
- Create a new line- Click the 'New' button
- In Document field: Type "Other" and under **"Via"** type **"Mail" or "Online" depending if the client linked or not.**
- Status change to **Generate** (CTRL-S / Alt Enter)

- Under the *Correspondence Attachments section* press ALT+Enter and click on the ***work LTR*** link
- Prepare return letter with **all** reasons for return (*ENG – PNP - Return letter*)
- Print a copy.
- Change the File name to the E# (copy and paste the E # from the letter)
- Save as PDF
  Attach letter to GCMS.
- Click Ellipsis in the name field of the Correspondence Attachments and add letter.
- Click ALT+Enter.
- Ensure the letter has attached and delete the saved copy
- Change Status to **"SENT"**
- Prepare return note – copy and paste in GCMS
- Copy the reasons indicated in the letter into the reasons section in the note

Application type:
Date received:
Date returned:
Reason for return:
Authorized paid/unpaid rep/no rep:
Returned to the following address:

- **Go to "Fees" and under "Status" change "Reserved" to "Unreserved".**

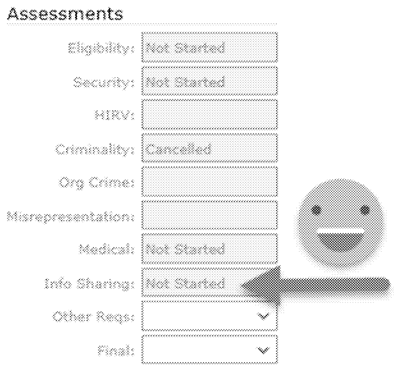


Cancelling Criminality/Info Sharing:

If any Info Sharing, Criminality lines, or outgoing correspondence are in progress/generate, you will not be able to change the Application Status to Cancelled. A PM1 must cancel the main criminality line if it is in progress.

- Click Admissibility then Criminality, for each criminality line change any Biometrics-RCMP (In sub activities) that is "Not Started" to "Cancelled"
- Admissibility - Info Sharing: If "Info Sharing" appears as "Complete" or "Not Started", you will be able to cancel the application. If it is in progress, the RA will need to cancel this for you as well as the main criminality.

IM/Email the RA to cancel the Criminality and or Info Sharing.



Click "History Tab"

- Application Status = "Cancelled" (from Open)
- Application Status Reason = "Incomplete" (from in Progress)
- Change Paper file location to "PNP-Returned"
- Recycle File Jacket and mail return
- Using White Out, remove all notations from the file jacket and put a black line through barcode label (front & back)
- **Place file and letter in envelope - place in mail bucket**

Prepare the letter

Put your initials in **Blue or Black Pen** above your typed initials on the bottom of the letter.

- Staple letter to items being returned (example Schedule 5 not signed) and highlight reasons for return (with yellow highlighter) and nomination expiry date.
- Pick appropriate size envelope. Insert entire application with return letter into envelope
- Brown window envelope or White "U-Line" envelope

Always try and use the Brown window envelope first as this is the best method for posting mail.

Prepare an address label using the Intermec Printer, **(for the White Envelopes)**

a. Bring up return letter and copy address
b. Open address label word document
c. Paste address from return letter and choose appropriate size font (varies depending upon font being used, use best judgement)
d. Print and place label near the bottom right hand corner of the envelope

JOE PUBLIC
C/O ABC IMMIGRATION
123-205 MAIN ST
ANYTOWN, NS B1P 3E9

- Seal envelope appropriately.
- Brown envelopes tape across the back being careful not to wrap around to the front
- White envelopes and Bubble envelopes have a self-sealing strip
- Place in appropriate mail slot: Canada/USA/International

RETURNING AN APPLICATION (AFTER R10 AWAITING DOCS – when nothing is provided)

Applications that are R10 incomplete will be returned to the applicant along with processing fees. The client has (7) days to follow the link and provide missing documents. In some cases the client does not and we have to return the file as incomplete.

When doing an R10 we already do the "minimal data entry" and "promote" the application. We also check for White Mail. We must note all reasons the file is being returned. Everything the client is missing / reasons it's incomplete.

Prepare Physical Return

1. Erase XE# on IMM0008
2. Cross out all date Stamps with a single "X" with RED PEN
3. White out receipt number on Online Fee Payment form
4. Staple address labels if provided to IMM0008 or payment form
5. Remove all flags and erase "verified" from Language test
6. Remove (shred) any interoffice correspondence on file (i.e. Nomination Verification Email and/or Notes to file)
7. ***Note**: If there is a check list provided place it behind the return letter and highlight what was missing.

Before you return the application, you must check the following:

In GCMS:

- Verify lock in date matches Endorsement letter (Date Application received by province)
- Click "Correspondence Tab – Incoming"
- Make sure what you request you made isn't showing as "Provided" if so- Print and Continue with file if everything is accounted for. **If not continue with steps below**
- Go back to outgoing Correspondence and **Click +New**
- In Document field: Type "Other" and tab
- Under **"Via"** type **"Mail" or Online (depending if the Client linked or not)**
- Put Status to **"Generate"**

- **(CTRL-S / Alt Enter)**

- Scroll down a bit and Under the "Correspondence Attachments" section press ALT+Enter and click on the **work LTR link**
- Prepare return letter with <u>all</u> reasons for return (ENG – PNP - Return letter)
- Print a copy.
- Change the File name to the EP# (copy and paste the EP # from the letter)
- Save as PDF
- Now it's time to <u>attach that letter to GCMS</u>.
- Click Ellipsis in the name field of the Correspondence Attachments to add letter
- Select Browse and find your letter.

  (For easy access- I always put the letter on my desktop, and delete immediately when I'm done the file).

- Click ALT+Enter.
- Ensure the letter has attached and delete the saved copy
- Change Status above to "SENT"
- Prepare return note – copy and paste in GCMS
- Copy the reasons indicated in the letter into the reasons section in the note

<u>Application type:</u>
<u>Date received:</u>
<u>Date returned:</u>
<u>Reason for return:</u>
<u>Authorized paid/unpaid rep/no rep:</u>
<u>Returned to the following address:</u>

- Go to "Fees" and under "Status" change "Reserved" to "Unreserved".

<u>Cancelling Criminality/Info Sharing:</u>

If any Info Sharing, Criminality lines, or outgoing correspondence are in progress/generate, you will not be able to change the Application Status to Cancelled. A PM1 must cancel the main criminality line if it is in progress.

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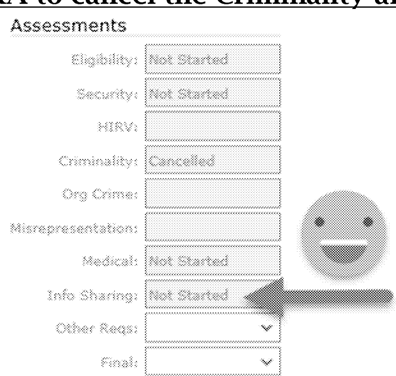
- Admissibility - Info Sharing: If "Info Sharing" appears as "Complete" or "Not Started", you will be able to cancel the application. If it is in progress, the RA or Team Lead will need to cancel this for you as well as the main criminality.

<u>IM/Email the RA to cancel the Criminality and or Info Sharing.</u>



Click "History Tab"

- Application Status = "Cancelled" (from Open)
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- Recycle File Jacket and mail return
- Using White Out, remove all notations from the file jacket and put a black line through barcode label (front & back)
- **Place file and letter in envelope - place in mail bucket**

Prepare the letter

Put your initials in **Blue or Black Pen** above your typed initials on the bottom of the letter.

- Staple letter to items being returned (example Schedule 5 not signed) and highlight reasons for return (with yellow highlighter) and nomination expiry date.
- Pick appropriate size envelope. Insert entire application with return letter into envelope
- Brown window envelope or White "U-Line" envelope

Always try and use the Brown window envelope first as this is the best method for posting mail.

Prepare an address label using the Intermec Printer, **(for the White Envelopes)**

e. Bring up return letter and copy address
f. Open address label word document
g. Paste address from return letter and choose appropriate size font (varies depending upon font being used, use best judgement)
h. Print and place label near the bottom right hand corner of the envelope

JOE PUBLIC
C/O ABC IMMIGRATION
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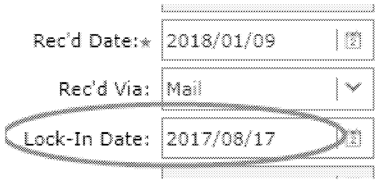
- Seal envelope appropriately.
- Brown envelopes tape across the back being careful not to wrap around to the front
- White envelopes and Bubble envelopes have a self-sealing strip
- Place in appropriate mail slot: Canada/USA/International

WHAT IS MINIMAL DATA ENTRY?

Minimal data entry is defined as the following:

- Pull in primary for names, DOB, POB, COR, NOC, email address (PA only) and update address
- Ensure the Lock-in Date matches the Endorsement letter (Endorsement application received date)



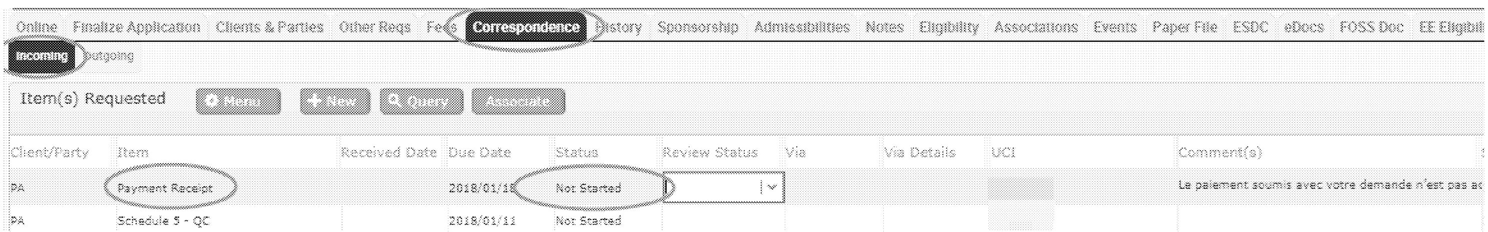
Check for White Mail (additional Add-On Mail)

1) Check **UCI Notes**

2) Check **XEP Notes**

3) Check XEP **Incoming Correspondence**

If a document has been added and is showing as provided or received, and if you use the Document or if it completes the application you must change the incoming correspondence

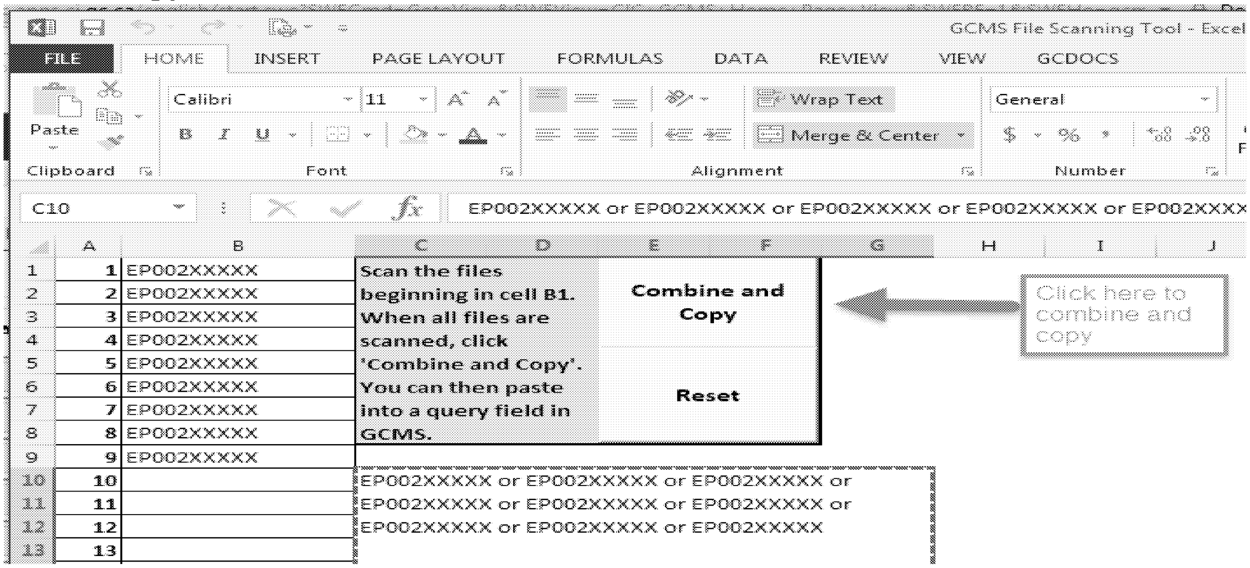


HOW TO CHARGE MULTIPLE FILES TO YOUR GCMS CODE

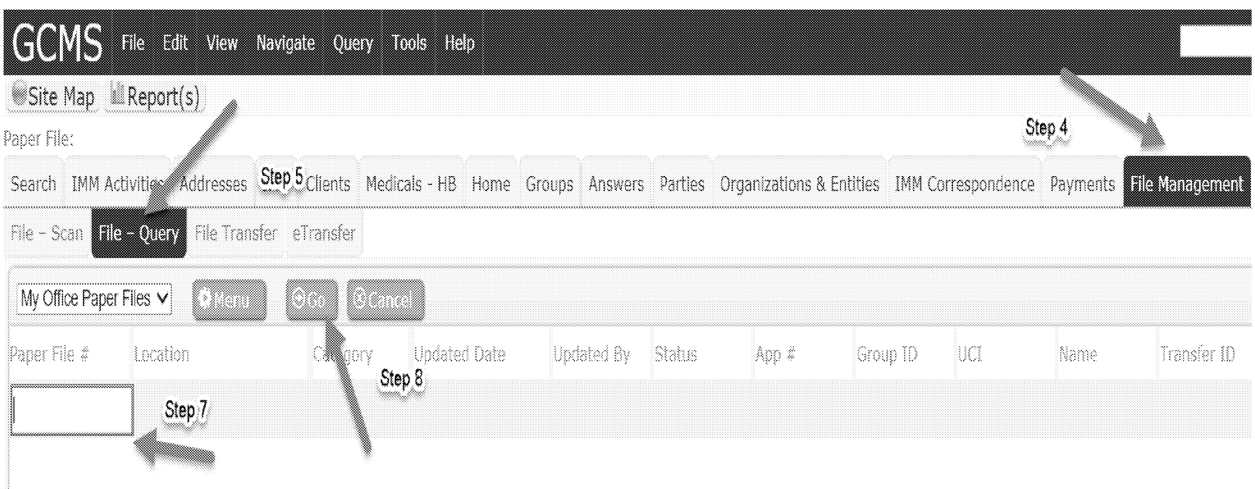
<u>If you are going to be taking multiple files to your desk at one time, the files will need to be charged to your code. You can do this in bulk to save time by doing the following steps:</u>

- Open the GCMS File Scanning Tool
- **G-Drive**
- **FSWS Groups**
- **Mailroom**
- **GCMS File Scanning Tool**
- Using the laser scanner on your desk, scan each barcode one at a time
- Ensure you are starting in cell 1B
- Ensure each file is going on its own line
- Click on **Combine and Copy**

- This will copy all the numbers with the word **or** in-between



- In GCMS click on the **File Management** tab
- Click **File Query** sub-tab
- Click **Query** button
- In the **Paper File #** file, paste data from **Scanning Tool**
- **Ctrl+V**
- **Right click and Paste**
- Click **Go** (or hit **Enter**)



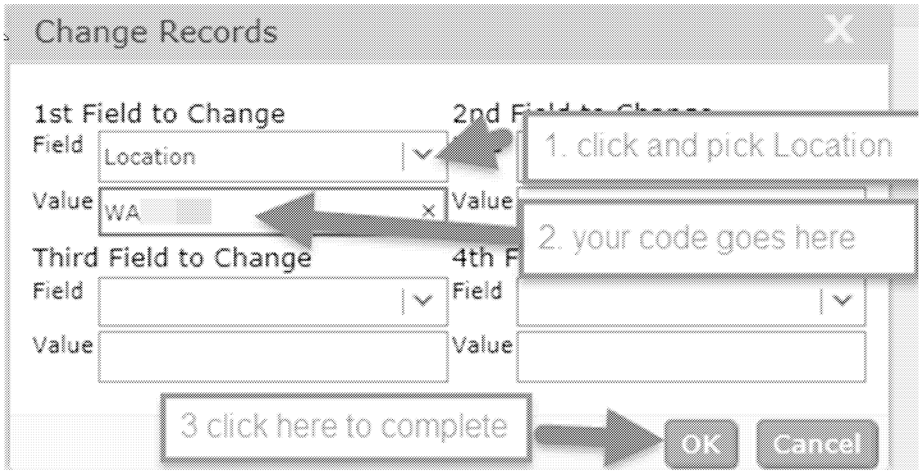
<u>Once your list populates in GCMS do the following</u>

Press **Ctrl+A** (press twice to ensure all files are captured)

Press **Ctrl+Alt+8** and you will get a pop up screen titled **Change Records**

In **1st Field to Change** select **Location** in the drop down box

In Value enter **Your GCMS ID**



DEROGATORY & FOSS ACTION CODES

If the PA or dependents have either Danger or Refer under the Derogatory, you must place a note under the EP the reads **"Search of client yielded possible concern, please review."** You must also use the note to file template.

If the PA or dependents have **FOSS Action Codes of L**, **CITIZEN** or **EII**. Once you have completed the file, you will need to send the file to the Resource Agent using a yellow routing sheet. Before sending the file to the RA, ensure you update the paper file location in GCMS. To do this go under the XEP#, go to the **Paper File** tab and change the location to **Mailroom-RA**

Foss Action Codes and Description

S	Sponsorship Information
A	Application for PR in Canada
E	Enforcement Action(s)
L	Record of a Landing Document
V	Visitor Document(s)
C	Record of a Refugee Claim
N	Non-Computer Based Document(s)
R	Automated Registry file

Q	Record of an Appeal or Litigation
F	ROLF/ Transportation Loan
I	Interim Federal Health Certificate
W	WIP Events
CITIZEN	Already a Canadian Citizen
EII	Contentious Case

VERIFYING IELTS TESTS

100% of all IELTS language tests will be verified on the IELTS TRF Verification website (https://ielts.ucles.org.uk/ielts-trf/index.jsp).

You will have to log into the site (username will be your work email, and you set up a password after you get an email showing your account is activated).

- Click on TRF Query
- Type in the Test Report Form (TRF) number (this is located in a grey box at the bottom of the right hand corner)
- Click Verify

If you get a match, verify visually the following information to the test you received from client.

a. **Photo**
b. **Family Name**
c. **First Name**
d. **Date of Birth**
e. **Date of Examination**
f. **All test scores** (including the Overall Band)

If everything matches, you will write **verified and your initials** in the bottom right corner and will enter the following note into GCMS under the XEP Notes Tab that states: **"Language test has been verified against the appropriate website"**.
If there is something that does not match the physical test you received and the verification, please take a screenshot of the verification and send the file to the Mailroom-RA.

When you do the TRF Query and you get No Match Found (as shown), take a screenshot, and send the file to the Mailroom-RA.

VERIFYING CELPIP TESTS

To verify the results of a CELPIP language test, do the following:

Go to the CELPIP Score and Identity Verification System at https://secure.paragontesting.ca/verify/Login
Enter the usename and password you have been provided by your team leader and click the "SIGN IN" button

1. Select the "I have read..." check box and click the second "SIGN IN" button

2. If a yellow bar appears at the bottom of the screen, click the "Cancel" button

3. On the top left, click "VERIFY SCORES"
4. Under "Verify CELPIP Scores" enter the Registration Number and PIN from the client's test and click the "DOWNLOAD" button
5. When a yellow box appears at the bottom of the screen, click the "Open" button
6. On the file that opens, verify the following items match:
    a. Name, address, and date of birth
    b. The client's photo
    c. Test type (must be "CELPIP General" on the top left; for CELPIP, we do **NOT** accept the General-LS test. If not CELPIP General see your team leader)
    d. Test Date and Test Centre
    e. CELPIP-GENERAL Test Results for Listening, Reading, Writing, and Speaking
    f. Close Adobe Acrobat Reader
7. Write "Verified" and your designated initials on the bottom right of the official score report

When entering the note from the Completeness tool, add "“Language test has been verified against the appropriate website”.

HELPFUL LINKS AND DOCUMENTS

Note to file:

http://gcdocs2/otcs/cs.exe?func=ll&objaction=overview&objid=136555999

GCMS
https://gcms-smgc.apps.ci.gc.ca/

ACCEPTABLE DOCUMENTS IN LIEU OF A BIRTH CERTIFICATE

http://gcdocs2/otcs/cs.exe?func=ll&objaction=overview&objid=379656728

PNP SPREADSHEET

http://gcdocs2/otcs/cs.exe?func=ll&objId=61857541&objAction=browse&viewType=1

LANGUAGE VERIFICATION WEBSITES

TEF:
https://moncompte.francais.cci-paris-idf.fr/

REPRESENTATIVE VERIFICATION WEBSITES

Verification of ICCRC Rep
http://www.iccrc-crcic.ca/home.cfm

Verification of Lawyers (Provincial Societies)
http://www.cic.gc.ca/english/inFORMation/representative/verify-rep.asp

On line Manual

http://gcdocs2/otcs/cs.exe?func=ll&objaction=overview&objid=188944357

VISA OFFICE WEB SITE

http://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=42736702

AGE CALCULATOR

https://www.calculator.net/age-calculator.html

GOOGLE TRANSLATE

https://www.bing.com/search?q=google+translate&src=IE-SearchBox&FORM=IESR3N

ENGLISH RETURNS (OR R10-AWAITING DOCS) ITEM INSERTS

FORMS

You did not sign and/or date the Generic Application Form for Canada [IMM0008].

The Generic Application Form [IMM0008] you submitted with your application is no longer acceptable. Please visit our website at the following address for an up to date Generic Application Form [IMM0008].

https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/kits/forms/imm0008enu_2d.pdf

A completed Generic Application Form for Canada [IMM0008] with an original signature.

You did not complete essential fields in the application form (IMM0008). Please complete the highlighted sections in the form.

A completed Schedule A for with signature.

A completed Schedule 5 for the PA with an original signature.

A completed Schedule 4 for the PA with an original signature.

A newly completed Schedule 4A that includes the details of your business plan.

A completed Schedule 6 for the PA.

A completed Schedule 6a for the PA.

A completed Supplementary Information- Your Travels [IMM5562]

Additional Dependants/Declaration form [IMM 0008DEP]

A completed Additional Family Information (IMM5406) for with signature.

The Generic Application form (IMM0008) provided with your application does not list . This form must include all necessary information for the principal applicant, the spouse/common-law partner and any eligible dependent children **whether they are accompanying or not.** Please

submit a newly completed Generic Application form (IMM0008) listing you as the principal applicant and all your eligible family members.

The application you completed is no longer acceptable. In order to continue processing we require the following form to be completed: Generic Application form (IMM0008). This form can be found at: http://www.cic.gc.ca/english/immigrate/quebec/apply-application.asp

DOCUMENTS

A Nomination Certificate/Letter from the province/territory that has nominated you.

The Nomination Certificate/Letter has expired on . Your application arrived after this date, so it is being returned to you as incomplete.

The Nomination Certificate you submitted indicates you were nominated through the Express Entry stream and therefore does not qualify you to apply under the Provincial Nominee Class through the paper-based process.

You must provide the Certificat(s) de Sélection du Québec (CSQ) issued to you by the Province of Quebec

Please note: the document/letter you provided is not a CSQ

The Certificat(s) de sélection du Québec (CSQ) expired on . Your application arrived after this date, so it is being returned to you as incomplete.

A copy of the original version of a birth certificate for

A copy of a translated version of a birth certificate for

The affidavit you provided in lieu of a birth certificate is incomplete.

In order for an affidavit to be acceptable, please provide the full details as to why you cannot obtain a birth certificate and indicate the full name, date of birth, place of birth, parent(s) name(s).

A copy of your language test.

A legible copy of a birth certificate for

The untraceable/non availability certificate you have provided must be accompanied by an affidavit that gives full details as to why you cannot obtain a birth certificate and must indicate full name, DOB, place of Birth, parent(s) name(s).

A copy of the original version of an identity card for

A copy of the translated version of an identity card for

A copy of a passport for

A copy of the passport bio data page which includes the machine readable zone for

Photos for . Please refer to the following link for requirements and specifications of photos: http://www.cic.gc.ca/english/information/applications/guides/5445ETOC.asp

Please note: we do not accept passports as proof of birth; therefore we are unable to accept details from your passport. We do accept secondary school records that contain the following:

1) Name of Client
2) Date of Birth of Client
3) Parents Names (mother, father or both is acceptable)

If you are unable to provide a birth certificate please provide an affidavit containing all 3 of the criteria listed above as well as a written explanation with full details as to why this document is unavailable.

The secondary school record you have provided as proof of birth must include your name, date of birth and parents' names. The secondary school record you have provided does not include:

- ❑ Name of Client
- ❑ Date of Birth of Client
- ❑ Parents Names (mother, father or both is acceptable)

FEES

The **incorrect fee** amount was received with your application. Please visit http://www.cic.gc.ca/english/information/fees/ to determine the correct fees.

No fee was received with your application. Please visit

http://www.cic.gc.ca/english/information/fees/ to determine the correct fees.

The payment submitted with your application is not acceptable. You must submit an online

payment as identified below directly to our office with your application.

IPRMS/online payment .

FORMULAIRES

Vous avez omis de signer et/ou de dater le Formulaire de demande générique pour le Canada [IMM 0008].

Le formulaire de demande générique pour le Canada [IMM 0008] que vous avez présenté avec votre demande de résidence permanente est obsolète. Vous trouverez le formulaire actuel [IMM 0008] sur le site Web suivant. https://www.canada.ca/content/dam/ircc/migration/ircc/francais/pdf/trousses/form/imm0008fra_2d.pdf

Un formulaire de demande générique pour le Canada (IMM0008) rempli et signé par le demandeur principal. Ce formulaire doit porter une signature originale.

Vous avez omis de remplir certains champs obligatoires du Formulaire de demande générique pour le Canada (IMM0008). Veuillez remplir les sections surlignées de ce formulaire.

Un annexe A (IMM5669) complété pour

Un annexe 5 complété pour le DP avec une signature originale.

Un annexe 4 complété pour le DP avec une signature originale.

Un formulaire IMM 0008 Annexe 4A nouvellement complété qui comprend les détails de votre plan d'affaires.

Un annexe 6 complété pour le DP.

Un annexe 6a complété pour le DP.

Le formulaire complété - Renseignements supplémentaires – Liste des voyages (IMM 5562)

Le formulaire complété - Personnes à charge additionnelles/Déclaration (IMM 0008DEP)

Le formulaire complété - Renseignements additionnels sur la famille (IMM5406) pour .

Le formulaire de demande générique [IMM 0008] que vous avez soumis avec votre demande ne mentionne pas . Ce formulaire doit inclure tous les renseignements nécessaires concernant le demandeur principal, l'époux ou le conjoint de fait ; et chaque enfant qu'ils vous accompagnent au Canada ou non. Veuillez compléter un nouveau formulaire de demande générique [IMM 0008] incluant vous comme demandeur principal et tous les membres de votre famille qui sont éligibles.

Le formulaire de demande que vous avez soumis n'est plus valable. Pour que nous puissions traiter votre demande, veuillez remplir les formulaires suivants : Formulaire générique pour le Canada (IMM0008). Vous trouverez ces formulaires sur le site Web à l'adresse http://www.cic.gc.ca/francais/immigrer/quebec/demande-trousse.asp

DOCUMENTS

Un certificat de désignation/lettre de la province ou du territoire qui vous a désigné(e).

Un certificat de désignation/lettre de la province ou du territoire a/ont expiré le . Votre demande nous a arrivé après cette date, alors elle vous est retournée comme incomplète.

La lettre d'approbation que vous avez présentée indique que vous avez été nommé (e) au titre du programme Entrée express. Cela étant donné, vous ne vous qualifiez pas pour postuler une demande de résidence permanente en vertu de la classe des Candidats provinciaux à travers le processus sur papier. Vous devez postuler via la méthode d'Entrée express.

Le(s) Certificat(s) de sélection du Québec (CSQ) a/ont expiré le . Votre demande nous a arrivé après cette date, alors elle vous est retournée comme incomplète.

Vous devez fournir le(s) certificat(s) de sélection du Québec (CSQ) délivré(s) par la province de Québec pour

Veuillez noter: Le document que vous avez fourni n'est pas un CSQ

À cause du genre de catégorie indiqué dans la section 9 de votre Certificat de sélection du Québec, nous ne pouvons pas accepter votre demande de résidence permanente au Canada au titre des travailleurs qualifiés sélectionnés par le Québec.

Une copie de la version originale d'un certificat de naissance pour

Une copie de la version traduite d'un certificat de naissance pour

L'affidavit que vous avez fourni au lieu d'un acte de naissance est incomplet.

Pour qu'un affidavit soit acceptable, Il faut expliquer les raisons pour lesquelles vous ne pouvez pas obtenir un certificat de naissance et indiquer les détails suivants : Le nom complet, la date de naissance, le lieu de la natalité, les noms des parents.

Une copie lisible de votre certificat de naissance pour

Le certificat introuvable/non-disponible que vous avez fourni doit être accompagné d'un affidavit qui donne les détails complets en ce qui concerne la raison que vous ne pouvez obtenir un certificat de naissance et doit indiquer le nom complet, la date de naissance, le lieu de naissance, le(s) nom(s) du(des) parent(s).

Une copie de la version originale d'une carte d'identité pour

Une copie de la version traduite d'une carte d'identité pour

Une copie d'un passeport pour

Une copie de la page comportant les renseignements biographiques, y inclus la zone de lecture automatique, du passeport à

Photographies pour . Veuillez consulter le lien suivant pour les conditions et spécifications nécessaires pour les photos :
http://www.cic.gc.ca/francais/information/demandes/guides/5445FTOC.asp

Vous avez présenté à IRCC deux demandes de résidence permanente au Canada, l'une pour le demandeur principal et l'autre pour l'époux/épouse ou le (la) conjoint(e) de fait. Veuillez indiquer lequel de ces deux demandeurs doit être considéré comme le demandeur principal.

FRAIS

Un montant inexact de frais a été reçu avec votre demande. Veuillez consultez http://www.cic.gc.ca/francais/information/frais/index.asp pour déterminer les frais exactes.

Nous n'avons reçu aucuns frais avec votre demande. Veuillez consultez

http://www.cic.gc.ca/francais/information/frais/index.asp pour déterminer les frais exactes.

Le reçu du paiement effectué en ligne ne possède pas de frais associés à celui-ci. Veuillez soumettre un nouveau paiement.

IPRMS/ paiement effectué en ligne .

Le paiement soumis avec votre demande n'est pas acceptable. Vous devez soumettre un en ligne
paiement identifié ci-dessous directement à notre bureau avec votre demande

Ceci doit être reçu 7 jours après réception de cette lettre

Inadvertent Allocation of HPM

When you are returning a file, and you have inadvertently allocated HPM fees, and ***before*** the application is sent out in the mail, you ***must forward your file*** to the Mailroom RA/Team Leader for a refund.

Please complete the steps outlined in Module 04 (Returning the Application) with the following exceptions:

- do not Recycle the file jacket
- Do not seal the envelope.

Complete and attach a yellow referral sheet to the file with the following explanation: **Refund & Return**.

Please add the following GCMS note:

Application Type:

Date received:

Rep /No Rep:

Reason for return:

Application **to be** returned to the following address:

File forwarded to mailroom RA for refund and return

Receipt Number Not Found Error

If you come across an application whereby you try to scan a HPM into this application you get the error "Receipt number not found", please email Mailroom-RA or your Team Leader for remedy before requesting a new HPM. It is possible that the HPM may have been associated (but not allocated) to a cancelled application. Please remember to add the note "File forwarded to Mailroom-RA (or team leader) for review".

Criminal Rehabilitation Application Instructions

Occasionally we receive applications (could be for any line of business) which include an Application for Criminal Rehabilitation (IMM1444). Below please find the instructions for handling these applications:

Instructions for Rehabilitation Applications:

1) The one touch clerk will completeness check the application for the line of business received.
2) If application is complete, the clerk will do the R-10 and data enter the regular note for a completed file in GCMS. The clerk will place the rehabilitation application to the top of the file. The Rehabilitation application does not have to be completeness checked. Just peg the Rehabilitation application on top of the regular business line application.
3) The clerk will verify if additional fees have been paid - $200 is the required fee. The clerk will place the additional fees for the Rehabilitation Application with the fee payment for the regular line of business. You do not need to allocate the fees for the Criminal Rehabilitation application.
4) The clerk will enter the following additional note in GCMS:
"Rehabilitation Application Received – Fees paid $200" **or** **"Rehabilitation Application Received – No fees paid"**; depending on if fees have been paid or not.
5) The clerk will staple a pink "Routing slip" to inside front cover so that it is visible at the top. Do not catch any other papers into the staple. Write **"REHAB"** on the pink routing slip. This ensures the file is identified as a Rehabilitation Application.
6) Charge the file to Mailroom-RA and place it in the RA bucket.

Suspended Rep (or status other than active) Instructions

On occasion, when verifying a paid representative on either ICCRC or Provincial Law Society websites, you may run into a situation whereby the representative you are searching has a status other than "active". They may be: Suspended, deceased retired etc. Please follow these steps when verifying your representative:

1. Verify rep on applicable website to confirm whether or not the rep issue resolved itself (if there is no longer an issue, add rep to file and continue as normal).
2. If still unable to verify the Rep, one touch the file with the following exceptions:
    a. Cancel Automated AOR.
    b. Ensure the mailing address from IMM0008 is not the Reps (if it is expiry it). Please pick the PA's residential address.
    c. Ensure the email address from IMM0008 is not the Reps (if it is expiry it).
    d. Create a new AOR.
    e. Once AOR is created, please print off this copy and attach to the top of the file.
3. Charge and send the file to Mailroom-RA
4. Complete a yellow routing sheet indicating the rep issue and place file in Mailroom-RA bucket

DN APR File Dispatch Rules

Business lines	Provinces & Territories (*Based on Applicant's Residential Address)														
	Alberta - North**	Alberta - South**	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Northwest Territories	Nova Scotia	Nunavut	Ontario - outside GTA	Ontario - GTA	Prince Edward Island	Quebec	Saskatchewan	Yukon
Atlantic Initiative (AIP)	Halifax	Halifax	Halifax	Halifax	Halifax	Halifax	Halifax	Halifax	Halifax	Halifax	Halifax	Halifax	Halifax	Halifax	Halifax
Canadian Experience (CEC)	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver
Family Class Inland (FC Inland)	Edmonton	Calgary	Vancouver	Winnipeg	Montreal	Montreal	Edmonton	Montreal	Montreal	Nearest GOA office*	Etobicoke	Montreal	Montreal	Winnipeg	Vancouver
Federal Business (FB)	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal
Federal Skilled Workers (FSW)	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal
Humanitarian & Compassionate (H&C)	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver
Live-in Caregivers (LC)	London	London	London	London	London	London	London	London	London	London	London	London	London	London	London
Permit Holders (PH)	Windsor	Windsor	Windsor	Windsor	Windsor	Windsor	Windsor	Windsor	Windsor	Windsor	Windsor	Windsor	Windsor	Windsor	Windsor
Protected Persons (PP)	Edmonton	Calgary	Vancouver	Winnipeg	Federicton	Halifax	Edmonton	Halifax	Montreal	Nearest GOA office*	Etobicoke	Halifax	Montreal	Winnipeg	Vancouver
Provincial Nominee Program (Express Entry) (PNP EE)	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke
Provincial Nominee Program (Paper) (PNP Paper)	Calgary	Calgary	Vancouver	Winnipeg	Montreal	Montreal	Calgary	Montreal	Montreal	Ottawa	Etobicoke	Montreal	Montreal	Ottawa	Vancouver
Quebec Skilled Workers (QSW)	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal
Start-up Business (SUB)	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal	Montreal

* GOA (Greater Ontario Area) offices include:
Hamilton
Niagara Falls
Kitchener
London
Windsor
Ottawa

**Red Deer, AB is the mid-point

****M05 Caseload - To be transferred to HM-NF
regardless of category or PA's province of residence.

Transferts complexes au Réseau national
Procédures normales d'exploitation

Objectif
Ces procédures normales d'exploitation (PNE) sont en place pour fournir aux décideurs du Résea

Public cible
Ces PNE s'adressent aux décideurs du RN, du RC et du RI.

Rôles et responsabilités
Réseau centralisé et Réseau international

Les décideurs du RC et du RI examinent et transfèrent les demandes au RN.

Réseau national

Le personnel du RN effectue des recherches hebdomadaires de cas transférés à leurs bureaux.

Après avoir accepté la demande transférée, les décideurs du RN rendent une décision quant à la

Personnes-ressources
Réseau national : IRCC.DNDGO-BDGRN.IRCC@cic.gc.ca

Réseau centralisé : IRCC.CNRiskCoordination-CoordinationRisqueRC.IRCC@cic.gc.ca

Réseau international : IRCC.INDGO-BDGRI.IRCC@cic.gc.ca

[redacted]

ıu centralisé (RC) et du Réseau international (RI) des directives claires sur la manière de transfére

recevabilité ou l'admissibilité de la demande.

r des demandes au Réseau national (RN) par l'entremise du Système mondial de gestion des cas

(SMGC).

Importants points à examiner avant de transférer une demande

Seules les demandes dont les clients sont effectivement présents au Canada peuvent être transf
Seules les demandes qui comprennent des préoccupations complexes quant à la recevabilité ou
Une fois qu'une demande est transférée au RN, le dossier demeure au RN en vue d'une décision
L'évaluation de la recevabilité doit être terminée avant de transférer la demande, sauf dans les c
Avant de transférer une demande, il faut téléverser une note portant une étiquette de vérificatio
Il ne faut pas envoyer une lettre relative à l'équité procédurale au client avant de transférer le do

Transferts liés à la sécurité (préoccupations liées à la sécurité – A34, 35

Les décideurs du RC ou du RI créent une activité de contrôle de sécurité dans le SMGC et la soum
Une fois que les partenaires de sécurité ont soumis leur évaluation de sécurité, le statut de la so
Si le statut de la sous-activité de sécurité indique un résultat défavorable (c.-à-d. non-favorable,
Pour transférer la demande, il faut suivre les étapes décrites sur la feuille de travail Excel « Trans
Avant de transférer la demande, tous les éléments connexes, y compris les comptes-rendus, les
Il faut également envoyer un courriel distinct à la boîte de réception Évaluation des risques du R

Transferts non liés à la sécurité (préoccupations concernant la criminali

Pour transférer la demande, il faut suivre les étapes décrites dans la feuille de travail « Transfére
Pour savoir où transférer une demande, il faut consulter la feuille de travail « Matrice de transfe
Le RN doit fournir des notes claires quant au résultat du transfert : notes d'entrevue ou de vérifications e

Résultat du transfert du dossier

Le bureau du RN chargé du transfert rédige des notes claires dans le SMGC, expliquant les mesu

e	

érées au RN.
à l'admissibilité peuvent être transférées au RN (voir ci-dessous).
finale.
:as de transferts liés aux fausses déclarations. Dans ces cas, il faut créer une activité de fausses de
on dans le SMGC et expliquer la raison du transfert.
ossier. Le RN enverra la lettre relative à l'équité procédurale au client dans le cadre du processus

, 37)

nettent.
us-activité de sécurité est mis à jour dans le SMGC.
conclusion défavorable ou vérification additionnelle requise), les décideurs du RC ou du RI transf
sférer demande électronique » ou « **Transférer dossier papier** », selon le type de demande.
recommandations et les annexes, doivent être envoyés à la boîte de réception Évaluation des riso
N par Microsoft Outlook pour informer le RN que les éléments connexes ont été envoyés par C6

té, les fausses déclarations, les relations, la vérification, la répartition de

er demande électronique » ou « **Transférer dossier papier** », selon le type de demande.
ert de DRP ».
effectuées et résultat de la demande, à savoir si elle a été approuvée ou refusée.

res qui ont été prises à l'égard de la demande transférée ainsi que la décision finale, y compris les

éclarations et la laisser à l'état « Non commencé ».

de prise de décision.

èrent la demande à l'Unité C3 du RN (voir la « Matrice de transfert de DRP »);

ques du RN par le terminal C6 : IRCCDomesticNetworkDGO@c.international.gc.ca.
: IRCC.DNRiskAssessment-EvaluationdesRisquesRN.IRCC@cic.gc.ca;

e la charge de travail ou autres)

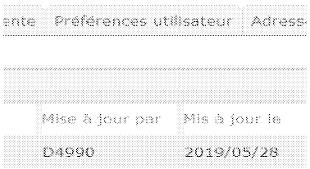
s motifs détaillés.

Transférer une demande électronique

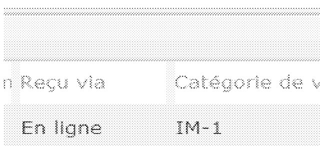
Dans le SMGC, cliquer sur l'écran **Gestion de dossiers**.
Cliquer sur le sous-écran **eTransfert**.
Cliquer sur le bouton **Nouveau** (ce qui produira une nouvelle ID du transfert).
Sélectionner la raison du transfert appropriée.
Consulter la **Matrice de transfert de DRP e**t sélectionner le bureau de destination approprié.

Dérouler jusqu'à **Demandes pour l'applet de recherche - liste à transférer**et appuyer sur le bou
Saisir le numéro de demande du dossier à transférer dans le champ **N° de la demande**.
Cliquer sur le bouton **Ajouter**.

Faire défiler l'écran vers le haut jusqu'à **Demandes pour l'applet - liste à transférer**.
Cliquer sur le bouton **Transférer les demandes**.
La demande sera alors reçue dans le SMGC au bureau de destination.


ente
Préférences utilisateur
Adress
Mise à jour par
Mis à jour le
D4990
2019/05/28

ton **Ajouter**.


Reçu via
Catégorie de v
En ligne
IM-1


demandes
Requête
e la dem
Reçu via
Cat
urs
En ligne
IM-

Transférer une demande papier

Dans le SMGC, cliquer sur l'écran **Gestion de dossiers**.
Cliquer sur le sous-écran **Transfert de dossier**.
Cliquer sur le bouton **Nouveau** (ce qui produira une nouvelle ID du transfert).
Dans le champ **Genre de transfert**, sélectionner **Dossier papier et Demande**.
Sélectionner la raison du transfert appropriée.
Consulter la **Matrice de transfert de DRP** et sélectionner le bureau de destination approprié.

Faire défiler l'écran vers le bas jusqu'à **Transférer le dossier**, puis cliquer sur le bouton **Ajouter**.
Saisir le numéro de demande dans le champ **N° du dossier papier**.
Cliquer sur le bouton **Transférer les dossiers**.
La demande sera alors « en transit » dans le SMGC.

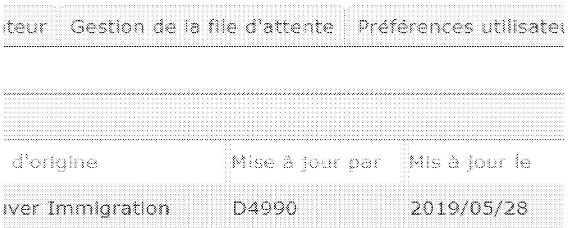
Une fois que le transfert de dossier est accepté par le RN, celui-ci devient le bureau principal dar
À la suite du transfert de la demande dans le SMGC, le personnel du RI ou du RC devra envoyer p

Envoyer la trousse de la demande papier pour préoccupations liées à la sécurité

MH Vancouver
605, rue Albert, bureau 600
Vancouver (Colombie-Britannique) V6B 5J3
VancouverBRO-BRA@cic.gc.ca

Envoyer la trousse de la demande papier pour préoccupations non liées à la sécuri

Communiquer avec le Bureau du directeur général à l'adresse IRCC.DNDGO-BDGRN.IRCC@cic.gc



ıs le SMGC.
ɔar courrier la trousse de la demande au bureau approprié.

té
.ca.

Règles

Secteurs d'activité	Nord de l'Alberta**	Sud de l'Alberta**	Colombie-Britannique	Manitoba
Immigration au Canada atlantique (PPICA)	Halifax	Halifax	Halifax	Halifax
Expérience canadienne (CEC)	Vancouver	Vancouver	Vancouver	Vancouver
Regroupement familial au pays	Edmonton	Calgary	Vancouver	Winnipeg
Gens d'affaires du volet fédéral (GAF)	Montréal	Montréal	Montréal	Montréal
Travailleurs qualifiés du volet fédéral (TQF)	Montréal	Montréal	Montréal	Montréal
Motifs d'ordre humanitaire	MH Vancouver	MH Vancouver	MH Vancouver	MH Vancouver
Aides familiaux résidants	London	London	London	London
Titulaires de permis (TP)	Windsor	Windsor	Windsor	Windsor
Personnes protégées (PP)	Edmonton	Calgary	Vancouver	Winnipeg
Programme des candidats des provinces – Entrée express (PCP – EE)	Etobicoke	Etobicoke	Etobicoke	Etobicoke
Programme des candidats des provinces – dossiers papier (PCP – papier)	Calgary	Calgary	Vancouver	Winnipeg
Travailleurs qualifiés (Québec) (TQQ)	Montréal	Montréal	Montréal	Montréal

Démarrage d'entreprise	Montréal	Montréal	Montréal	Montréal

*Les bureaux de la Région du Grand Ontario (RGO) sont situés aux endroits suivants :
Hamilton
Niagara Falls
Kitchener
London
Windsor
Ottawa

** Red Deer (Alberta) est à mi-chemin

****Charge de travail M05 (volume de demandes M05) - à transférer à MH-Terre-Neuve, peu importe la catégorie ou la province de résidence du demandeur principal.

***Charge de travail destinés à l'unité C3 pour sécurité - à transférer à MH-Vancouver, peu importe la catégorie ou la province de résidence du demandeur principal.

du RN sur la répartition de dossiers de résidents perman

Provinces et territoires (*selon l'adresse domiciliaire du demandeu

Nouveau-Brunswick	Terre-Neuve-et-Labrador	Territoires du Nord-Ouest	Nouvelle-Écosse	Nunavut	Ontario, à l'extérieur de la RGT
Halifax	Halifax	Halifax	Halifax	Halifax	Halifax
Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver
Fredericton	Halifax	Edmonton	Halifax	Montréal	Bureau de la RGO le plus près
Montréal	Montréal	Montréal	Montréal	Montréal	Montréal
Montréal	Montréal	Montréal	Montréal	Montréal	Montréal
MH Vancouver	MH Vancouver	MH Vancouver	MH Vancouver	MH Vancouver	MH Vancouver
London	London	London	London	London	London
Windsor	Windsor	Windsor	Windsor	Windsor	Windsor
Fredericton	Halifax	Edmonton	Halifax	Montréal	Bureau de la RGO le plus près
Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke
Montréal	Montréal	Calgary	Montréal	Montréal	Ottawa
Montréal	Montréal	Montréal	Montréal	Montréal	Montréal

Montréal	Montréal	Montréal	Montréal	Montréal	Montréal

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Ontario – RGT	Île-du-Prince-Édouard	Québec	Saskatchewan	Yukon
Halifax	Halifax	Halifax	Halifax	Halifax
Vancouver	Vancouver	Vancouver	Vancouver	Vancouver
Etobicoke	Halifax	Montréal	Winnipeg	Vancouver
Montréal	Montréal	Montréal	Montréal	Montréal
Montréal	Montréal	Montréal	Montréal	Montréal
MH Vancouver	MH Vancouver	MH Vancouver	MH Vancouver	MH Vancouver
London	London	London	London	London
Windsor	Windsor	Windsor	Windsor	Windsor
Etobicoke	Halifax	Montréal	Winnipeg	Vancouver
Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke
Etobicoke	Montréal	Montréal	Ottawa	Vancouver
Montréal	Montréal	Montréal	Montréal	Montréal

Montréal	Montréal	Montréal	Montréal	Montréal

Nom du bureau	Codes du RC du SMGC
IRCC à Calgary	RC-4604
IRCC à Edmonton	RC-4712
IRCC à Etobicoke	RC-3296
IRCC à Fredericton	RC-1614
IRCC à Halifax	RC-1504
IRCC à Hamilton	RC-3315
IRCC à Niagara Falls	RC-3793
MH-Niagara Falls (BRA-Niagara Falls)	RC-3950
MH-Vancouver (BRA-Vancouver)	RC-5121
IRCC à Kitchener	RC-3458
IRCC à London	RC-3353
Immigration, Montréal	RC-2710
IRCC à Ottawa	RC-3122
Immigration,Vancouver	RC-5133
Windsor	RC-3420
Winnipeg	RC-4133

Complex Transfers to the Domestic Network (DN) Standard Operating Procedures (SOPs)

Objective

These SOPs are intended to provide decision-makers from the Centralized Network (CN) and Inte

Audience

These SOPs are intended for decision-makers from DN, CN and IN.

Roles and Responsibilities

Centralized Network (CN) and International Network (IN)

CN and IN decision-makers will be responsible for reviewing and transferring the application(s) t

Domestic Network (DN)

On a weekly basis, DN staff will be responsible for querying for cases transferred to their office(s

After accepting the transferred application, DN decision-makers will be responsible for rendering

Contacts

Domestic Network: IRCC.DNDGO-BDGRN.IRCC@cic.gc.ca
Centralized Network: IRCC.CNRiskCoordination-CoordinationRisqueRC.IRCC@cic.gc.ca
International Network: IRCC.INDGO-BDGRI.IRCC@cic.gc.ca

[redacted]

ernational Network (IN) with clear instructions on how to transfer applications to the DN through

o the DN.

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g an eligibility and/or admissibility decision on the application(s).

the GCMS.

Important Considerations Before Transferring the Application(s

Only applications for which the client is physically in Canada should be transferred to the DN;
Only applications with complex eligibility and/or admissibility concerns should be transferred to
When applications are transferred to the DN, the file(s) will remain in the DN for final decision;
The Eligibility assessment should be completed before transferring applications, except for trans
Before transferring applications, please upload a Verification-labelled Note in GCMS, explaining t
A Procedural Fairness Letter (PFL) should not be sent to the client prior to the file transfer. The D

Security Transfers (concerns related to security - A34, 35, 37)

Decision-makers from CN/IN will be responsible for creating and submitting a security screening
After security partners have rendered their security assessment, the Security sub-activity status
If the Security sub-activity status indicates an adverse outcome (i.e. Non-Favorable OR Adverse F
To transfer the application(s), please follow steps outlined in Excel sheet "Transfer e-App" or "Tr
Before transferring the application(s), all partner product(s), including briefs, recommendations,
A separate email should also be sent to the DN Risk Assessment mailbox via Microsoft Outlook to

Non-Security Transfers (concerns related to Criminality, Misrepresentat

To transfer the application(s), please follow the steps outlined in the "Transfer e-App" or "Transf
To know where the application(s) should be transferred, please consult the "DN APR Transfer M
DN to clearly indicate the outcome of the transfer, was there a refusal, apprvoval, etc good notes

Outcome of File Transfer

The DN office in charge of the transfer will indicate clear notes in GCMS of the steps taken on th

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the DN (see below);

fers related to Misrepresentation*;
:he reason for the transfer;
)N will be responsible for sending a PFL to the client, as part of the decision-making process.

activity in GCMS;
will be updated in GCMS;
:inding OR Further Verification Required), CN/IN decision-makers will be responsible for transferr
ansfer Paper File", depending on the type of application;
and appendices, should be sent to the DN Risk Assessment mailxbox via the C6 terminal: IRCCDc
ɔ advise that partner product(s) have been sent via C6: IRCC.DNRiskAssessment-EvaluationdesRis

tion, Relationships, Verification, Workload Redistribution or Other)

fer Paper File" sheets, depending on the type of application;
atrix" sheet.

e application transferred, as well as the final decision, including detailed reasons.

ing the application to the DN C3 unit (see "DN APR Transfer Matrix");

omesticNetworkDGO@c.international.gc.ca.
squesRN.IRCC@cic.gc.ca;

Transferring an Electronic Application (e-App)

In GCMS, click on the “File Management” screen;
Click on the “**eTransfer**” sub-screen;
Click on the “New” button (a new Transfer ID will generate);
Select the appropriate “Transfer Reason”;
Consult the "**DN APR Transfer Matrix**" and select the appropriate “Destination Office”;

Scroll down to the “Applications for Transfer Query List Applet” view, and click on the “Add” butt
Enter the application number for the file to be transferred in the “App #” field;
Click on the “Add” button;

Scroll up to the “Applications for Transfer List Applet” view;
Click on the “Transfer Apps” button;
The application will now be “Received” in GCMS at the Destination Office;

Entities | IMM Correspondence | Queue Management | File Management

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ton;

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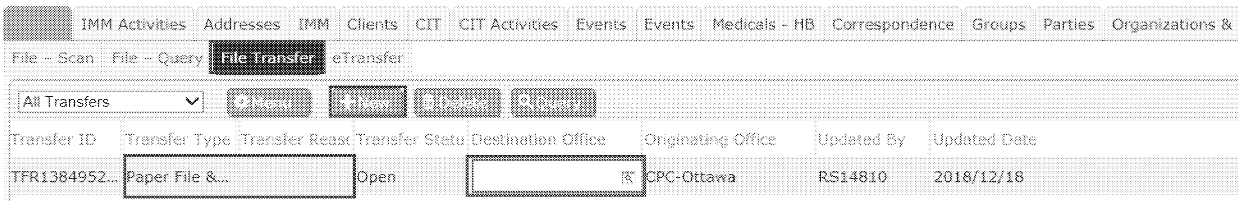
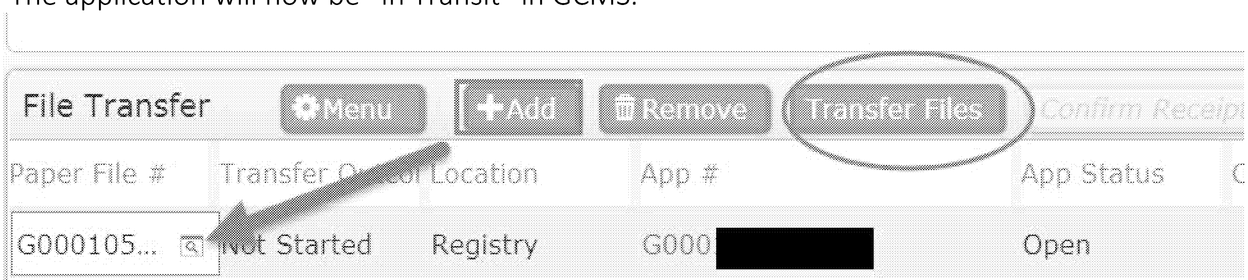
Transfering a Paper Application

In GCMS, click on the "File Management" screen tab;
Click on the "**File Transfer**" sub-screen tab;
Click on the "New" button (a new Transfer ID will be generated);
For the "Transfer Type" field, select "Paper File & App";
Select the appropriate "Transfer Reason";
Consult the "**DN APR Transfer Matrix**" and select the appropriate "Destination Office";



Scroll down to the "File Transfer" view and click on the "Add" button;
Enter the application number in the "Paper File #" field;
Click on the "Transfer Files" button;
The application will now be "In Transit" in GCMS.



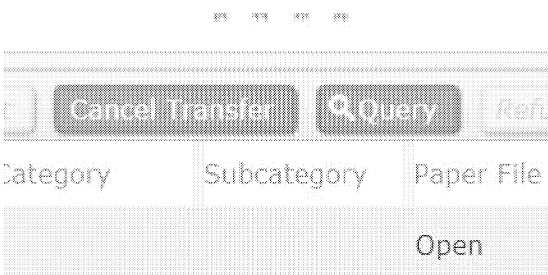
Once the "File Transfer" is accepted by the DN, they will become the "Primary Office" in GCMS.
After transferring the application through GCMS, IN/CN staff will be responsible for mailing the p

Mailing a paper application package for security concerns

HM-Vancouver
605 Robson Street, Suite 600,
Vancouver, BC, V6B 5J3
VancouverBRO-BRA@cic.gc.ca

Mailing a paper application package for non-security concerns

Contact the DN-DGO at IRCC.DNDGO-BDGRN.IRCC@cic.gc.ca



aper application package to the appropriate office.

Business lines	Alberta - North**	Alberta - South**	British Columbia	Manitoba
Atlantic Initiative (AIP)	Halifax	Halifax	Halifax	Halifax
Canadian Experience (CEC)	Vancouver	Vancouver	Vancouver	Vancouver
Family Class Inland (FC Inland)	Edmonton	Calgary	Vancouver	Winnipeg
Federal Business (FB)	Montreal	Montreal	Montreal	Montreal
Federal Skilled Workers (FSW)	Montreal	Montreal	Montreal	Montreal
Humanitarian & Compassionate	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver
Live-in Caregivers (LC)	London	London	London	London
Permit Holders (PH)	Windsor	Windsor	Windsor	Windsor
Protected Persons (PP)	Edmonton	Calgary	Vancouver	Winnipeg
Provincial Nominee Program (Express	Etobicoke	Etobicoke	Etobicoke	Etobicoke
Provincial Nominee Program (Paper)	Calgary	Calgary	Vancouver	Winnipeg
Quebec Skilled Workers (QSW)	Montreal	Montreal	Montreal	Montreal
Start-up Business (SUB)	Montreal	Montreal	Montreal	Montreal

* GOA (Greater Ontario Area) offices include:
Hamilton
Niagara Falls
Kitchener
London
Windsor
Ottawa

**Red Deer, AB is the mid-point

****M05 Caseload -
To be transferred to
HM-NF regardless of
category or PA's
province of residence.

DN PR and TR File Dispatch Rules

Provinces & Territories (*Based on Applicant's Residential Addres

New Brunswick	Newfoundland and Labrador	Northwest Territories	Nova Scotia	Nunavut	Ontario - outside GTA
Halifax	Halifax	Halifax	Halifax	Halifax	Halifax
Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver
Federicton	Halifax	Edmonton	Halifax	Montreal	Nearest GOA office
Montreal	Montreal	Montreal	Montreal	Montreal	Montreal
Montreal	Montreal	Montreal	Montreal	Montreal	Montreal
HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver
London	London	London	London	London	London
Windsor	Windsor	Windsor	Windsor	Windsor	Windsor
Federicton	Halifax	Edmonton	Halifax	Montreal	Nearest GOA office
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Montreal	Montreal	Calgary	Montreal	Montreal	Ottawa
Montreal	Montreal	Montreal	Montreal	Montreal	Montreal
Montreal	Montreal	Montreal	Montreal	Montreal	Montreal

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Ontario - GTA	Prince Edward Island	Quebec	Saskatchewan	Yukon
Halifax	Halifax	Halifax	Halifax	Halifax
Vancouver	Vancouver	Vancouver	Vancouver	Vancouver
Etobicoke	Halifax	Montreal	Winnipeg	Vancouver
Montreal	Montreal	Montreal	Montreal	Montreal
Montreal	Montreal	Montreal	Montreal	Montreal
HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver
London	London	London	London	London
Windsor	Windsor	Windsor	Windsor	Windsor
Etobicoke	Halifax	Montreal	Winnipeg	Vancouver
Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke
Etobicoke	Montreal	Montreal	Ottawa	Vancouver
Montreal	Montreal	Montreal	Montreal	Montreal
Montreal	Montreal	Montreal	Montreal	Montreal

Office Name	GCMS RC Code
Calgary IRCC	RC-4604
Edmonton IRCC	RC-4712
Etobicoke IRCC	RC-3296
Fredericton IRCC	RC-1614
Halifax IRCC	RC-1504
Hamilton IRCC	RC-3315
HM Niagara Falls (BRO-Niagara Falls	RC-3950
HM Vancouver (BRO-Vancouver)	RC-5121
Kitchener IRCC	RC-3458
London IRCC	RC-3353
Montreal Immigration	RC-2710
Ottawa IRCC	RC-3122
Vancouver Immigration	RC-5133
Windsor	RC-3420
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On a weekly basis, DN staff will be responsible for querying for cases transferred to their office(s

After accepting the transferred application, DN decision-makers will be responsible for rendering

Contacts

Domestic Network: IRCC.DNDGO-BDGRN.IRCC@cic.gc.ca
Centralized Network: IRCC.CNRiskCoordination-CoordinationRisqueRC.IRCC@cic.gc.ca
International Network: IRCC.INDGO-BDGRI.IRCC@cic.gc.ca

[redacted]

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o the DN.

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the GCMS.

Important Considerations Before Transferring the Application(s

Only applications for which the client is physically in Canada should be transferred to the DN;
Only applications with complex eligibility and/or admissibility concerns should be transferred to
When applications are transferred to the DN, the file(s) will remain in the DN for final decision;
The eligibility assessment should be completed before transferring applications, except for trans
Before transferring applications, please upload a Verification-labelled Note in GCMS, explaining t
A Procedural Fairness Letter (PFL) should not be sent to the client prior to the file transfer. The D

Security Transfers (concerns related to security - A34, 35, 37)

Decision-makers from CN/IN will be responsible for creating and submitting a security screening
After security partners have rendered their security assessment, the Security sub-activity status
If the Security sub-activity status indicates an adverse outcome (i.e. Non-Favorable OR Adverse F
To transfer the application(s), please follow steps outlined in Excel sheet "**Transfer e-App**" or "**Tr**
Before transferring the application(s), all partner product(s), including briefs, recommendations,
A separate email should also be sent to the DN Risk Assessment mailbox via Microsoft Outlook to

Non-Security Transfers (concerns related to Criminality, Misrepresentat

To transfer the application(s), please follow the steps outlined in the "**Transfer e-App**" or "**Transf**
To know where the application(s) should be transferred, please consult the "**DN APR Transfer M**
DN to clearly provide clear notes as to the outcome of the transfer: interview notes or verifications cond

Risk Assessment Unit (RAU) Transfers

The DN Risk Assessment Unit (RAU) may request the transfer of specific application(s) from DN or CN offi
The application(s) that will be requested may be associated to a potential or active investigation;
The DN RAU will contact the office holding the required application(s) by email to request the transfer;
The application(s) transfer email will include instructions about where to transfer a paper file, if applicabl
To transfer the application(s), please follow steps outlined in Excel sheet "Transfer e-App" or "Transfer Pa
When applications are transferred to the DN RAU, the file(s) will eventually be forwarded to the appropri
When the application is ready to be transferred to the appropriate DN local office for final decision, it wil
Any questions or concerns can be forwarded to the DN Risk Assessment mailbox: DN Risk Assessment / É

Outcome of File Transfer

The DN office in charge of the transfer will indicate clear notes in GCMS of the steps taken on th

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the DN (see below);

fers related to Misrepresentation; for these transfers, a misrep activity should be created and lef
:he reason for the transfer;
)N will be responsible for sending a PFL to the client, as part of the decision-making process.

activity in GCMS;
will be updated in GCMS;
:inding OR Further Verification Required), CN/IN decision-makers will be responsible for transferr
ansfer Paper File", depending on the type of application;
and appendices, should be sent to the DN Risk Assessment mailbox via the C6 terminal: IRCCDor
ɔ advise that partner product(s) have been sent via C6: IRCC.DNRiskAssessment-EvaluationdesRis

tion, Relationships, Verification, Workload Redistribution or Other)

fer Paper File" sheets, depending on the type of application;
atrix" sheet.
ucted, and outcome of the application, approval or refusal.

ices to a Risk Assessment Officer (RAO);

e;
aper File", depending on the type of application;
ate DN local office for final decision;
l include a report that summarizes the RAO's concerns and any additional information that may have bee
:valuation des Risques RN (IRCC) IRCC.DNRiskAssessment-EvaluationdesRisquesRN.IRCC@cic.gc.ca .

e application transferred, as well as the final decision, including detailed reasons.

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ing the application to the DN C3 unit (see "DN APR Transfer Matrix");

nesticNetworkDGO@c.international.gc.ca.
squesRN.IRCC@cic.gc.ca;

n discovered;

Transferring an Electronic Application (e-App)

In GCMS, click on the "File Management" screen;
Click on the "**eTransfer**" sub-screen;
Click on the "New" button (a new Transfer ID will generate);
Select the appropriate "Transfer Reason";
Consult the "**DN APR Transfer Matrix**" and select the appropriate "Destination Office";

Scroll down to the "Applications for Transfer Query List Applet" view, and click on the "Add" butt
Enter the application number for the file to be transferred in the "App #" field;
Click on the "Add" button;

Scroll up to the "Applications for Transfer List Applet" view;
Click on the "Transfer Apps" button;
The application will now be "Received" in GCMS at the Destination Office;

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ton;

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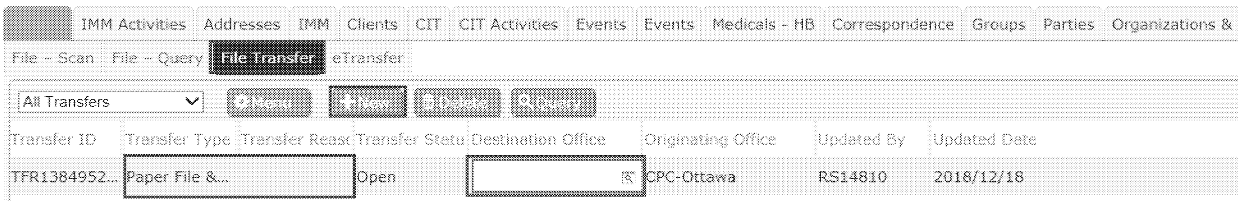
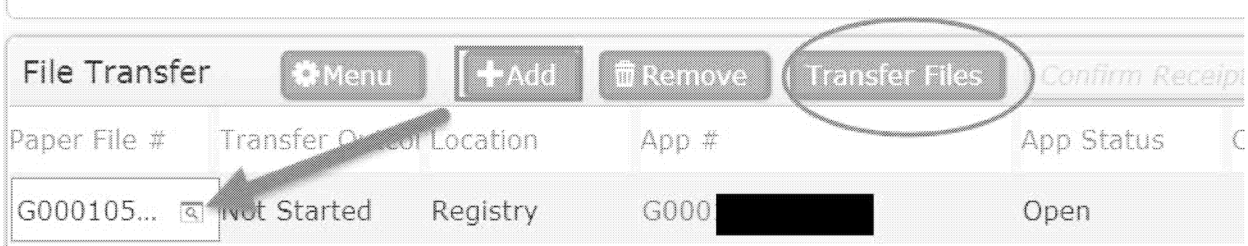
Transfering a Paper Application

In GCMS, click on the "File Management" screen tab;
Click on the "**File Transfer**" sub-screen tab;
Click on the "New" button (a new Transfer ID will be generated);
For the "Transfer Type" field, select "Paper File & App";
Select the appropriate "Transfer Reason";
Consult the "**DN APR Transfer Matrix**" and select the appropriate "Destination Office";



Scroll down to the "File Transfer" view and click on the "Add" button;
Enter the application number in the "Paper File #" field;
Click on the "Transfer Files" button;
The application will now be "In Transit" in GCMS.



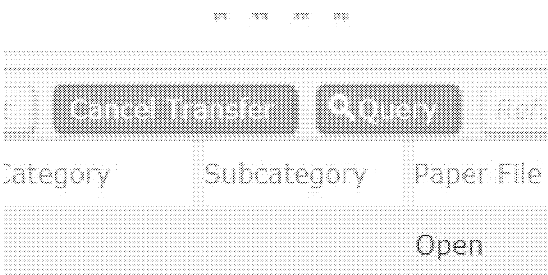
Once the "File Transfer" is accepted by the DN, they will become the "Primary Office" in GCMS.
After transferring the application through GCMS, IN/CN staff will be responsible for mailing the p

Mailing a paper application package for security concerns

HM-Vancouver
605 Robson Street, Suite 600,
Vancouver, BC, V6B 5J3
VancouverBRO-BRA@cic.gc.ca

Mailing a paper application package for non-security concerns

Contact the DN-DGO at IRCC.DNDGO-BDGRN.IRCC@cic.gc.ca



›aper application package to the appropriate office.

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	[redacted]			
Business lines	Alberta - North**	Alberta - South**	British Columbia	Manitoba
Atlantic Initiative (AIP)	Halifax	Halifax	Halifax	Halifax
Canadian Experience (CEC)	Vancouver	Vancouver	Vancouver	Vancouver
Family Class Inland (FC Inland)	Edmonton	Calgary	Vancouver	Winnipeg
Federal Business (FB)	Montreal	Montreal	Montreal	Montreal
Federal Skilled Workers (FSW)	Montreal	Montreal	Montreal	Montreal
Humanitarian & Compassionate	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver
Live-in Caregivers (LC)	London	London	London	London
Permit Holders (PH)	Windsor	Windsor	Windsor	Windsor
Protected Persons (PP)	Edmonton	Calgary	Vancouver	Winnipeg
Provincial Nominee Program (Express	Etobicoke	Etobicoke	Etobicoke	Etobicoke
Provincial Nominee Program (Paper)	Calgary	Calgary	Vancouver	Winnipeg
Quebec Skilled Workers (QSW)	Montreal	Montreal	Montreal	Montreal
Start-up Business (SUB)	Montreal	Montreal	Montreal	Montreal

* GOA (Greater Ontario Area) offices include:
Hamilton
Niagara Falls
Kitchener
London
Windsor
Ottawa

**Red Deer, AB is the mid-point

****M05 Caseload - To be transferred to HM-NF regardless of category or PA's province of residence.

****Security concern caseload- To be transferred to HM-Vancouver's C3 unit regardless of category or PA's province of residence

DN PR File Dispatch Rules

Provinces & Territories (*Based on Applicant's Residential Addres

New Brunswick	Newfoundland and Labrador	Northwest Territories	Nova Scotia	Nunavut	Ontario - outside GTA
Halifax	Halifax	Halifax	Halifax	Halifax	Halifax
Vancouver	Vancouver	Vancouver	Vancouver	Vancouver	Vancouver
Fredericton	Halifax	Edmonton	Halifax	Montreal	Nearest GOA office
Montreal	Montreal	Montreal	Montreal	Montreal	Montreal
Montreal	Montreal	Montreal	Montreal	Montreal	Montreal
HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver
London	London	London	London	London	London
Windsor	Windsor	Windsor	Windsor	Windsor	Windsor
Fredericton	Halifax	Edmonton	Halifax	Montreal	Nearest GOA office
Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke
Montreal	Montreal	Calgary	Montreal	Montreal	Ottawa
Montreal	Montreal	Montreal	Montreal	Montreal	Montreal
Montreal	Montreal	Montreal	Montreal	Montreal	Montreal

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Ontario - GTA	Prince Edward Island	Quebec	Saskatchewan	Yukon
Halifax	Halifax	Halifax	Halifax	Halifax
Vancouver	Vancouver	Vancouver	Vancouver	Vancouver
Etobicoke	Halifax	Montreal	Winnipeg	Vancouver
Montreal	Montreal	Montreal	Montreal	Montreal
Montreal	Montreal	Montreal	Montreal	Montreal
HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver	HM Vancouver
London	London	London	London	London
Windsor	Windsor	Windsor	Windsor	Windsor
Etobicoke	Halifax	Montreal	Winnipeg	Vancouver
Etobicoke	Etobicoke	Etobicoke	Etobicoke	Etobicoke
Etobicoke	Montreal	Montreal	Ottawa	Vancouver
Montreal	Montreal	Montreal	Montreal	Montreal
Montreal	Montreal	Montreal	Montreal	Montreal

Business lines	Alberta - North	Alberta - South	British Columbia	Manitoba
All TR Applications	Edmonton IRCC	Edmonton IRCC	Edmonton IRCC	Edmonton IRCC

* GOA (Greater Ontario Area) offices include:

Hamilton

Niagara Falls

Kitchener

London

Windsor

Ottawa

DN TR File Dispatch Rules

Provinces & Territories (*Based on Applicant's Residential Addres

New Brunswick	Newfoundland and Labrador	Northwest Territories	Nova Scotia	Nunavut	Ontario - outside GTA
Halifax IRCC	Halifax IRCC	Edmonton IRCC	Halifax IRCC	Edmonton IRCC	Etobicoke IRCC

ss)

Ontario - GTA	Prince Edward Island	Quebec	Saskatchewan	Yukon
Etobicoke IRCC	Halifax IRCC	Montreal IRCC	Edmonton IRCC	Edmonton IRCC

Office Name	GCMS RC Code
DN Risk Assessment Unit (RAU)	RC-3193
Calgary IRCC	RC-4604
Edmonton IRCC	RC-4712
Etobicoke IRCC	RC-3296
Fredericton IRCC	RC-1614
Halifax IRCC	RC-1504
Hamilton IRCC	RC-3315
Niagara Falls IRCC	RC-3793
HM Niagara Falls (BRO-Niagara Falls	RC-3950
HM Vancouver (BRO-Vancouver)	RC-5121
Kitchener IRCC	RC-3458
London IRCC	RC-3353
Montreal Immigration	RC-2710
Ottawa IRCC	RC-3122
Vancouver Immigration	RC-5133
Windsor	RC-3420
Winnipeg	RC-4133